

# Diary of Complexity

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DIARY OF COMPLEXITY

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A Play in One Act

by Test Human/Participant-Observer  
for UNIVERSAL ALIENS

Test Human/  
Participant-Observer  
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## Theater of Research: An introduction to DIARY OF COMPLEXITY

Universal Aliens commissioned an appropriate local Test-Human/Participant-Observer<sup>(1)</sup> to create this case study/play in 2014. At 500 pages long, performance duration is eight hours (or one work day). Although arduous for performers and audiences alike, we remind you that many engage in this drama upwards of forty hours weekly.

For a one-year period from June 3, 2014 through June 3, 2015, the TH/P-O transcribed all dialogue ensuing when complex technological systems failed to function correctly at her bookkeeping job in a mid-sized commercial janitorial service. The year's data collection was partial, because she worked only 2 days per week<sup>(2)</sup> and even then, writing by hand, she could not keep up with the pace, and further, transcribing was necessarily covert.<sup>(3)</sup>



**Transcribing throughout a full year, our researcher rarely allowed her job responsibilities to interfere with her work.**

When TH/P-O was hired in 1991, the operation was simple, local and analogue. There was not even a computer, let alone softwares, internet, iPhones, GPS, IT guys. Workers carried "walkie-talkies." Suppliers from around the block dropped off detergents and trash bags. The company communicated with customers by landline touchtone telephones and mail. She herself wrote payroll checks by hand.

**Each increment to complexity appears at its adoption to be a rational response to a problem.<sup>(4)</sup>**

Thus she has been positioned to observe--at a granular level--the rapid growth of

complexity, even as the janitorial work remains the same (involving brooms, mops, rolling yellow buckets, vacuums and rags). The unchanging simplicity of the productive work is why we selected this business for a case study.

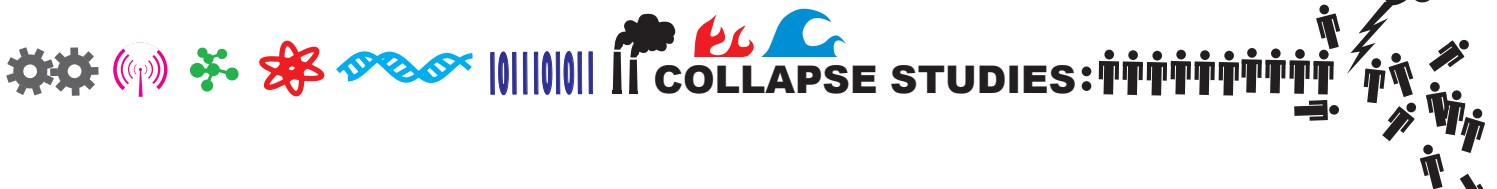
Two unanticipated strands emerged vis-a-vis sedentariness, disembodiment and micro-torture associated with global complexity: food craving/diets and hunger for emotional stimulation from news/entertainment media (iPhone alerts). We instructed the TH/P-O to attend to these phenomena as well.

1. Anonymous to protect business confidentiality.

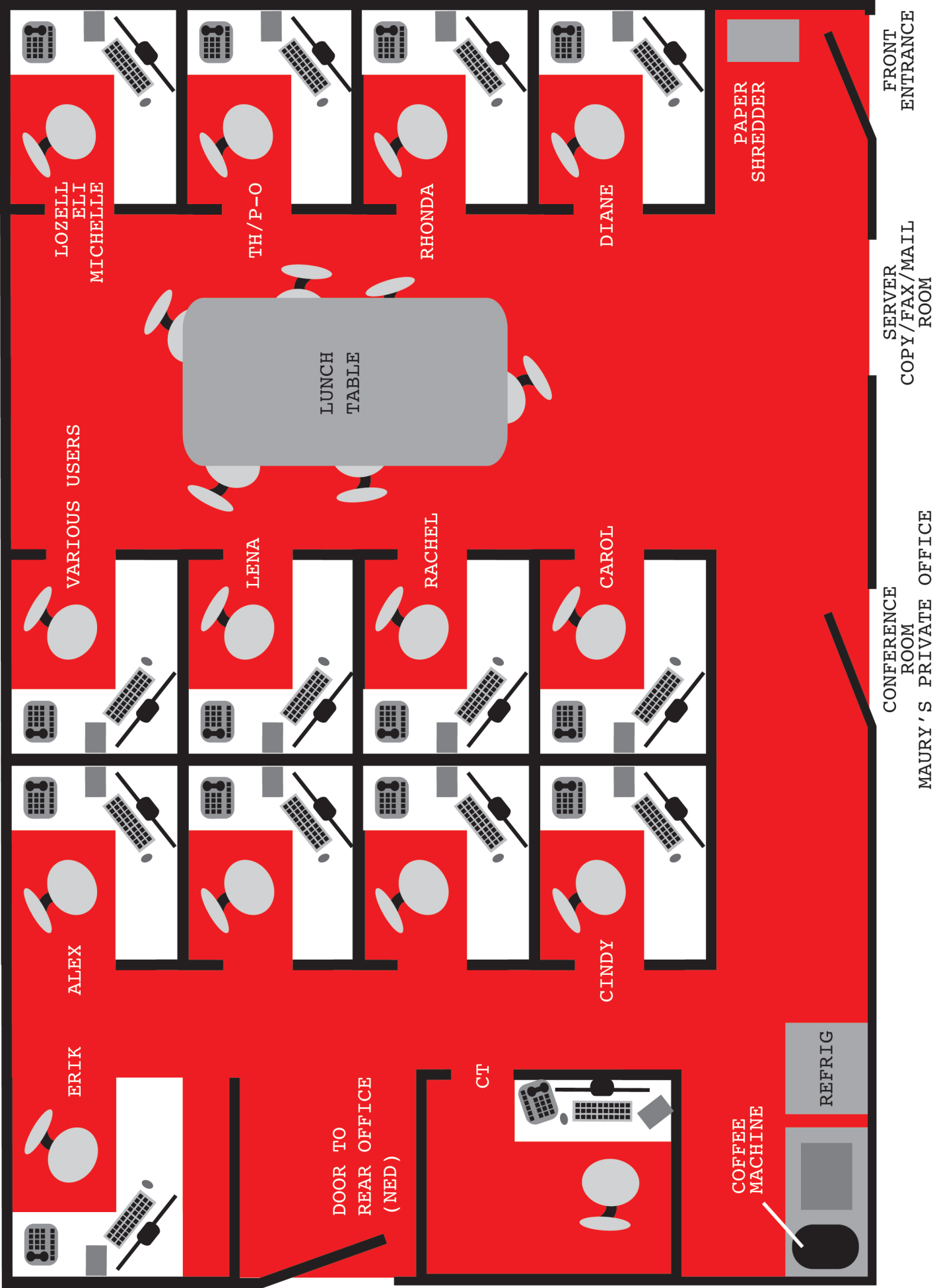
2. Anthropologist Richard Lee found that the !Kung San of the Kalahari Desert needed to work only two-and-a-half days per week to obtain all the food they need.

3. Towards May, 2015, her boss noticed transcribing and lowered her voice during struggles, as well as requesting TH/P-O to desist, except she (her boss) had succeeded in getting something to work.

4. Tainter, J. (2000). *Problem Solving: Complexity, History, Sustainability*. Tainter originated the theory of diminishing returns of social complexity, and resulting vulnerability to collapse.

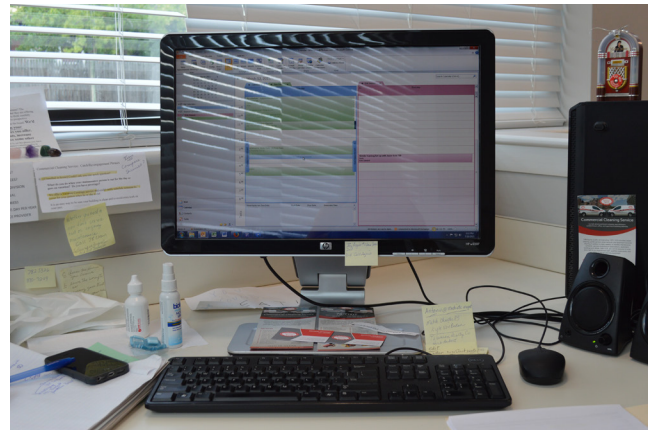


Set: Office Layout and Cubicle Assignments





Brother desktop printer



marketing monitor with Salesforce



computer speakers



Polycom HD digital telephone



cords beneath cubicle desk



iPhone with pen and manual note



Hewlett-Packard desktop printer



Michael Jackson jukebox and card



accounts receivable monitors



Brother label printer, pen tray



rear of of a/r acomputer



Canon calculator (archaic)



electric stapler



Brother desktop printer w/lysol



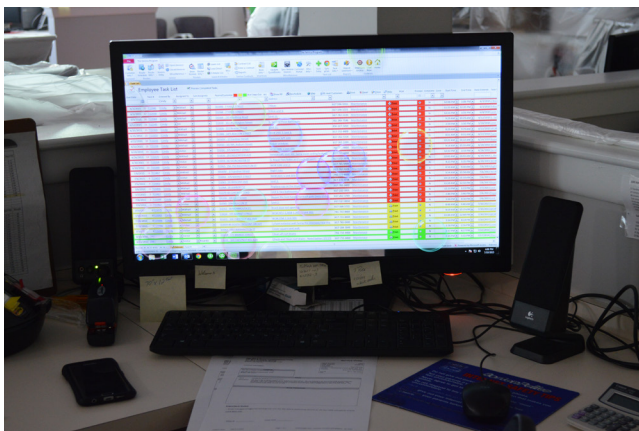
Brother networked check scanner



QuickFix work station with orders



QuickFix computers from rear



monitor with Service Autopilot

Eli	01026 - 113 Washington Street	1. Second door bathroom	850-227
Mikhail	01026 - 113 Washington Street	Unit 11	617-733
Mikhail	01840 - 471 BEACON STREET	WOR 2581 Unit 1	617-782
Mikhail	01840 - 471 BEACON STREET	Turnover left side	617-782
Mikhail	02013 - 357 Mt. Auburn Street	1. repair window	617-262
Victor	01814 - 375 MARKET STREET	WOR 2606 Unit 101	781-733
Mikhail	01318 - 20 ENGLEWOOD AVE	Service call: Unit 302: living room ceiling leaking	617-733
Victor	02009 - 107 DORCHESTER ST	1. Repair two holes and touch up paint.	617-372
Victor	02061 - 758-758 WASHINGTON ST	WOR 5286 Unit 2	617-785
Mikhail	00305 - 17 Gardner Street	Right side	617-782
Victor	01834 - 375 MARKET STREET	WOR 2635 Unit 101	781-733
Mikhail	02061 - 758 WASHINGTON ST	Unit 1	617-372
Mikhail	02061 - 758 WASHINGTON ST	Replace car on the dryer line	617-785
Mikhail	02061 - 758 WASHINGTON ST	Unit 1, two bathrooms	617-233
Mikhail	01138 - 10 Kent Street	Repair the lock handle for trash gate (very sticky)	617-262
Victor	02065 - 1064 BELMONT ST	Unit 2	617-515
Mikhail	01353 - 86 MONMOUTH ST	front door not opening	617-566
Mikhail	01814 - 375 MARKET STREET	WOR 2653-1, 2654-1, 2655-1 Unit 102	781-733
Mikhail	01814 - 375 MARKET STREET	WOR 2594 Unit 103	617-733
Victor	02013 - 357 CHESTNUT HILL AVE	1. Paint exterior wall facing the driveway near the	617-785
Victor	02013 - 357 CHESTNUT HILL AVE	Cover square vent wall	850-227

close-up of Service Autopilot



odd machine with unknown function



reading glasses w/ nature mousepad



fax-printer with file and pen tray



birthday card



Fellowes paper shredder



Neopost networked postage meter



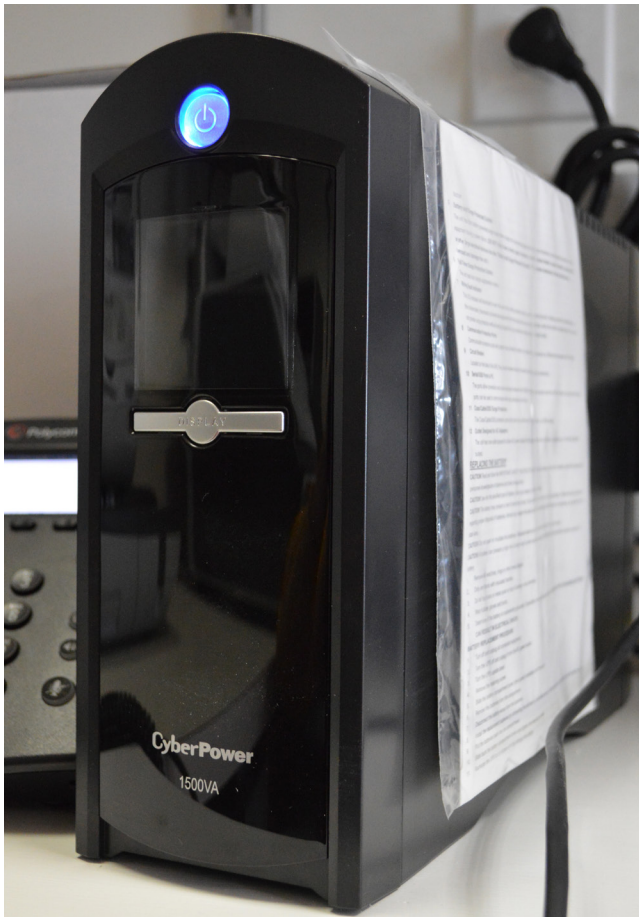
DSC networked security system



Ecobee networked thermostat



envelope stuffing/sealing machine



CyberPower network server



Dell server keyboard



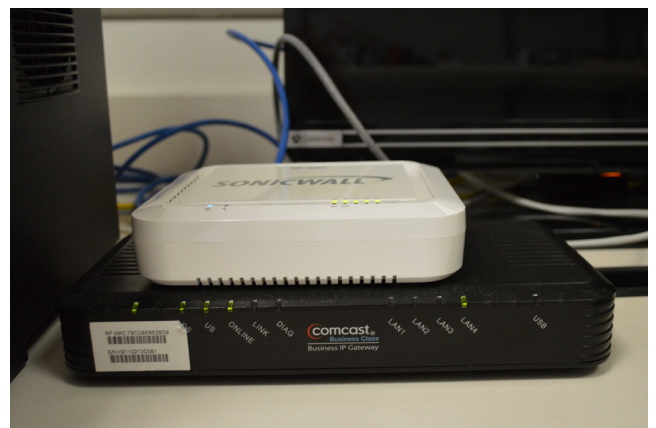
Lasko network server computer



Dell network server computer



networked fax-printer



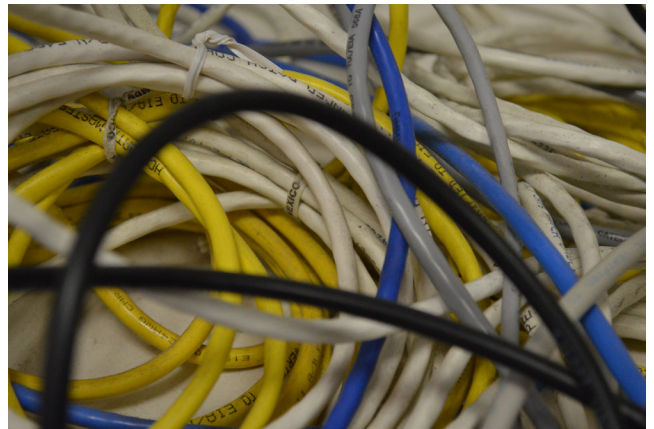
Comcast digital phone server



network connections to server



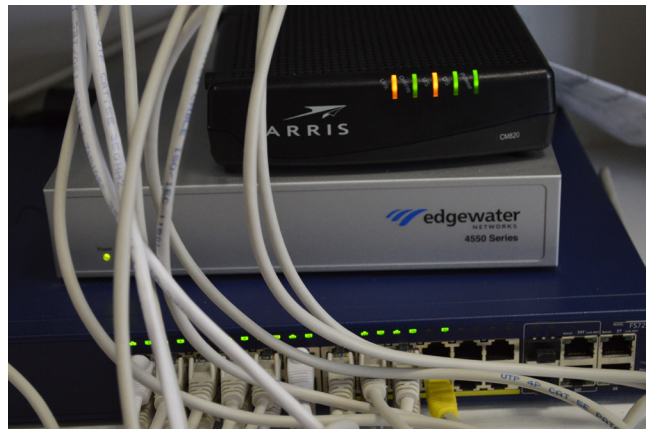
yellow, white, blue, black wires



coiled and tied wires



digital phone system connectors



Harris and Edgewater devices



video surveillance system



video surveillance detail



Keurig coffee maker and supplies



kitchenette microwave oven



talking lion cookie jar



"Get yo hands outta my cookie jar!"



Purell hand sanitizerg



Test Human/Participant-Observer

## Cast of On-Stage Characters

<u>Lena:</u>	Attractive, carefully made-up, polished appearance and expensive clothing, dark hair in a flip, youthful late fifties, co-owner of Perfection Cleaning Service, a commercial janitorial service company.
<u>Maury:</u>	Lena's husband and co-owner of the company
<u>Rachel:</u>	Debby's daughter, twenty years, a Brandeis student who helps out in the office on her vacations or off days
<u>Erik:</u>	Handsome, clean-cut man in his forties, chief of operations (quit in August, 2015)
<u>Test Human/ Participant- Observer:</u>	Eccentric woman, sixty, mismatched clothing, bad haircut, general ledger bookkeeper, who is discretely transcribing "Diary of Complexity" on a clipboard throughout the play
<u>Diane:</u>	Woman in her fifties, curt voice, casual look (jeans and blouse), office manager and accounts payable bookkeeper
<u>Rhonda:</u>	Slender and beautiful woman in her thirties, with elaborate hair styling and sexy, fashionable clothing, company accounts receivable bookkeeper (Quit in August, 2015)
<u>Cindy:</u>	Thirties, Long wavy hair, heavy, company "QuickFix" bookkeeper and scheduler
<u>CT:</u>	Collegiate, clean-cut man in his twenties, payroll and human resources

Carol: Polished appearance, nails, heels, make-up, Maury's personal assistant and bookkeeper

Ned: Well-groomed man in his fifties, company dispatcher working in rear office.

Lu: marketing representative, usually off-site.(fired in scene one)

Lozell: Flashy, flamboyantly colored business attire, body-builder, marketing representative (fired in scene one)

Ali Parney: Self-effacing man in his forties, quiet voice, marketing representative (fired in scene one)

Michelle: Blond woman in her fifties, casual dress, southern accent, marketing representative

Robinson: Supervisor (fired in scene one)

Alex: Operations supervisor

Matt, the IT consultant: Company's information technology (IT) consultant

Mia: Carol's miniature black Yorkie dog

Zoe: Lena's miniature white dog

Balloon Delivery Man: Man wearing uniform carrying mylar birthday balloons

Bank Tech Guy: Short man in his thirties dressed in a cheap suit

Test Human/ Participant-Observer's Monitor: Communicates by text pop-up boxes appearing on screen

Telephone  
Technician #1: Comcast phone system installer

Telephone  
Technician Mike: Comcast phone system installer

Treadmill  
Repairman: Man wearing Fit For Life uniform

Doug, Comcast  
Telephone System  
Trainer: Man in his fifties

Federal Express  
Delivery Man: Hasty, rushed and gaunt

Postman:

Cleaner #1: Empties office wastebasket daily

Cleaner #2: Empties office wastebaskets daily

## Cast of Remote/Offstage Characters on Speaker Phone or Chat

<u>SalesForce Software Trainer:</u>	Male voice
<u>ADP Payroll Trainer:</u>	Female voice
<u>PipeDrive Tutorial Video Man:</u>	Male voice
<u>AppleWatch Narrator:</u>	Male voice, distinguished transnational accent
<u>Tim Cook, Apple CEO:</u>	Male on Apple Livestream product release event
<u>Kevin Lynch, Apple Engineer:</u>	Male on Apple Livestream product release event
<u>Michael, The Service Program Tech Support:</u>	Voice not actually heard
<u>iPhone Mailcheck Tutorial Narrator:</u>	Male voice
<u>Jason, The Service Program Tech Support:</u>	Male voice over speaker phone
<u>Sound Trouble Shooting Video Narrator:</u>	Male voice from computer monitor
<u>Female from iPhone video Ad:</u>	Female narrator voice
<u>Comcast Message Retrieval Autoattendant:</u>	Loud, enthusiastic female voice

<u>Dispatch App</u> <u>Tutorial Man:</u>	Casual, reassuring voice
<u>Dispatch App</u> <u>Live Conference</u> <u>Autoattendant:</u>	Enthusiastic female narrator voice
<u>Dispatch App</u> <u>Live Conference</u> <u>Tech Support:</u>	Female voice
<u>Mike, Dispatch App</u> <u>Live Conference</u> <u>Tech Support:</u>	Loud male voice, nervous, awkward [change this to MHelpDesk)
<u>Third Dispatch App</u> <u>Live Conference</u> <u>Tech Support:</u>	Voice never heard
<u>Andrew's Voice</u> <u>Mail on Debby's</u> <u>Iphone:</u>	Male voice
<u>Quickserve software</u> <u>promo video:</u>	Enthusiastic female narrator
<u>Quickserve software</u> <u>tutorial video:</u>	Casual male voice
<u>MHelpDesk Engineer:</u>	Male voice
<u>Jason, Jobber</u> <u>App Tech</u> <u>support:</u>	Assured male voice
<u>Jobber demo video</u> <u>guy:</u>	Casual male voice
<u>Smart Service App</u> <u>Salesperson:</u>	Male voice
<u>Canvas Promo Video</u> <u>Narrator:</u>	Perky, enthusiastic female voice
<u>Dispatch Tutorial</u> <u>Narrator:</u>	Brisk male voice

James, Dispatch

App Tech: Tired, deflated male voice

Quick Serve Syncing

Tutorial Narrator: Brisk, authoritative male voice

Manilla Sales

Software

Promo Video

Narrator: Warm, excited female voice

Unidentified Sales

Software

Promo Video

Narrator: Persuasive, suave male voice

Unidentified Sales

Software B

Promo Video

Narrator: Male voice

Unidentified Sales

Software C

Promo Video

Narrator: Low key, casual female voice

Unidentified Sales

Software D

Promo Video

Narrator: Male voice

Unidentified Sales

Software E

Promo Video

Narrator: Casually authoritative male voice

Call Pro CRM Promo

Video Narrator: Male voice

Vincent, MHelpDesk

Tech Support: Male voice

Unidentified Sales

Software E Promo

Video Narrator: Male voice

Unidentified Sales Male voice

Software F Promo

Video Narrator: Male voice

Unidentified Sales

Software G Promo

Video Narrator: Male voice

Wedding cake maker

couple on Youtube

video: Male and female voices, emotional and pleading

News narrator in

wedding cake

story: Authoritative male new voice

One Page CRM

software promo

video narrator: Female voice with Indian accent speaking gently yet rapidly

Shad, The Service

Program tech: Irritable tone, talks fast

Mike, The Service

Program tech: Speaks very rapidly

The Service Program

Auto Attendant: Smoothly enthusiastic female voice

Unidentified Software

Auto Attendant: Casual male voice

Unidentified

Software

Sales

Representative A: High, childish, very cheerful female voice.

Unidentified

Software

Sales

Representative B: Deep male voice

Quickbooks Enterprize

Advanced Reporting

Tutorial Narrator: Stilted, over-rehearsed male voice

Unidentified  
Software Sales

Representative C: Male voice

Robotic voice  
on speaker phone:

April from ADP: communication by email

AT&T Autoattendant: Officious female voice

AT&T Customer  
Service

Representative: Gracious female voice with Indian  
accent

John: text "voice" of The Service Program  
tech support

Joel: text "voice" of The Service Program  
chat forum tech support

Jason: text "voice" of The Service Program  
chat forum tech support

Lena's Mother: addressed over telephone

Envelope Machine  
Tech Guy:

Sold and services machine that stuffs  
invoices into envelopes then seals the  
envelopes.

Bob: The company's biggest customer

Software Tech #1: Male voice over speaker phone

Telephone System  
Sales Rep:

Super friendly male voice over speaker  
phone

Lori: Bank rep handling online payment system

Ashley: Representative from new digital phone  
system company (sales rep)

Chanelle: Representative from new digital phone  
system company (trainings)

<u>Denise:</u>	Marketing consultant who creates marketing scripts and voicemails for the new digital phone system.
<u>Michael:</u>	Representative from new digital phone system company (already appears above I think)
<u>Microsoft Customer Service:</u>	Various reps DEBBY speaks to about being charged for defective TV she returned
<u>Joe Adamo:</u>	Former operations manager of PCS (fired several years previously) (ERIK's predecessor)
<u>Melissa:</u>	Joe Adamo's personal assistant who he brought to PCS when he was hired
<u>Neopost Auto Attendant:</u>	Robotic voice for Neopost digital telephone answering system
<u>Neopost telephone hold advertising narrator:</u>	Warm and enthusiastic female voice
<u>Neopost Tech Support:</u>	Female voice, matter-of-fact tone
<u>Mitt Romney:</u>	Former presidential candidate
<u>Joel Gray:</u>	Famous mime who starred in the movie musical Cabaret
<u>Software Tutorial Narrator M:</u>	Droning mail voice
<u>Comcast Voicemail Portal Auto Attendant:</u>	Loud female voice
<u>Giselle:</u>	Supermodel married to Tom Brady
<u>Joe, The Service Program Tech:</u>	Fast-talking, impatient male voice

Hassan, Comcast  
Tech:

Consulted but not heard

Chris, Comcast  
Tech:

Consulted but not heard

Comcast  
Auto Attendant:

Businesslike female voice

Matt, Comcast  
Tech Support:

Male voice

Comcast hold  
advertising  
narrator:

Enthusiastic, fast-talking female  
narrator voice (advertising Comcast  
services while customer is on hold)

Bill, Comcast  
Tech Support:

Male voice

Marketing software  
tutorial narrator:

Cast of Softwares, Internet/Cloud-Based Services,  
Corporations and Organizations

<u>Perfection Cleaning Service, Inc.</u>	PCS is a 30-year-old family-owned janitorial service company employing 175 Hispanic maintenance workers who work in cleaning van teams or going directly to a job site.
<u>QuickBooks:</u>	Accounting software
<u>The Service Program:</u>	Scheduling software
<u>SalesForce:</u>	Marketing software
<u>PipeDrive:</u>	Marketing software
<u>Microsoft Outlook:</u>	Email and network software
<u>Microsoft Office:</u>	Office document software (word and excel)
<u>Microsoft Apple:</u>	iPhone customer service
<u>iCloud:</u>	
<u>iPhone Mailcheck:</u>	
<u>Firefox:</u>	
<u>Craig's List:</u>	Internet bulletin board site
<u>YouTube:</u>	Internet video site
<u>Google:</u>	Internet search engine/surveillance site
<u>Google Chrome:</u>	(to be filled in)
<u>Facebook:</u>	Internet social media site
<u>Comcast:</u>	Digital and networked telephone system (12 phones)
<u>AT&amp;T:</u>	

<u>TMobile:</u>	Internet and phone service provider
<u>QuickBooks:</u>	Accounting software
<u>Service Program:</u>	Scheduling software
<u>SalesForce:</u>	Marketing software
<u>PipeDrive:</u>	Marketing software
<u>Microsoft Outlook:</u>	Email and network software
<u>Microsoft Office:</u>	Office document software
<u>Comcast Cloud digital phone system:</u>	(to be filled in)
<u>ADP Payroll Service:</u>	International payroll service networked to PCS. Payroll is uploaded to ADP and checks are delivered by Federal Express.
<u>Federal Express:</u>	Delivery system
<u>CORI:</u>	Internet criminal background check system
<u>MHelpDesk App:</u>	Cloud-based service route app that interfaces with Quickbooks and The Service Program
<u>Quickbooks Online:</u>	
<u>Quick Serve:</u>	Mobile service app
<u>Firefox:</u>	Web browser
<u>Internet Explorer:</u>	Web browser
<u>WeTransfer:</u>	Cloud-based Large file transfer software
<u>Intuit Service App:</u>	Service route software that interfaces with Quickbooks

<u>Jobber App:</u>	Service route software that interfaces with Quickbooks
<u>Smart Service App:</u>	Service route software that interfaces with Quickbooks
<u>Adobe Acrobat:</u>	Portable Document Format (PDF) software
<u>Unidentified Screen Sharing App:</u>	App to allow remote control over computer monitor screens
<u>The Global Positioning System (GPS):</u>	space-based satellite navigation system that provides location and time information in all weather conditions, anywhere on or near the earth accessible to anyone with a GPS receiver.
<u>iFleet:</u>	A product of Smart Service service app
<u>MS Azure:</u>	Microsoft cloud computing platform
<u>Go Canvas:</u>	A service app that integrates with Quickbooks
<u>Peachtree/Sage50:</u>	Accounting software (previously used by the company, dropped for Quickbooks)
<u>Drop Box:</u>	Internet large file transfer website
<u>Microsoft Home Office 2013:</u>	Office software of spreadsheets, text and powerpoint
<u>Amazon:</u>	Internet store
<u>PayPal:</u>	Internet payment system
<u>PayBill:</u>	
<u>PipeLine:</u>	Customer Relations Management (CRM) software (telemarketing)

<u>Join Me:</u>	Software allowing remote user to control a local computer (?)
<u>Wayne Alarm System:</u>	networked security system
<u>Windows Explorer:</u>	An internet browser
<u>Listen Live:</u>	An online music station
<u>GoogleDrive:</u>	[not yet identified]
<u>One Page CRM:</u>	Customer Relations Management (CRM) software (telemarketing)
<u>Google Drive:</u>	
<u>Thoughtful Systems:</u>	Scheduling software
<u>Access:</u>	Software package in Office Professional that enables exporting to Excel spreadsheets from data base programs
<u>Office Professional:</u>	Microsoft Office with added features
<u>Google Maps:</u>	Internet/satellite map system
<u>MacDonald's:</u>	Fast food global franchise
<u>Quickbooks Online:</u>	Cloud based accounting software
<u>AT&amp;T:</u>	Phone service company
(October 14 on)	
<u>Outlook Express:</u>	Email service
<u>American Express:</u>	Credit card company
<u>Citizen's Bank:</u>	Credit card company
<u>Capital One:</u>	Credit card company
<u>Sprint:</u>	Phone service
<u>Facebook:</u>	Social networking system

<u>Tumblr:</u>	Photo sharing application
<u>Comcast:</u>	Internet and telephone provider
<u>Verizon:</u>	Internet and telephone provider
<u>Life Fitness:</u>	Treadmill manufacturer
<u>Stamps-Dot-Com:</u>	Internet postage store
<u>Whole Foods:</u>	Grocery store chain
<u>The Golden Banana:</u>	Male strip club
<u>Apple TV:</u>	(to be filled in)
<u>Snap:</u>	(to be filled in)
<u>Dunkin Donuts:</u>	Global donut franchise
<u>WB Mason:</u>	Office supply store

## Cast of Devices, Hardware and Machinery

Desktop Computers: Fifteen cubicle tower pc computers with 17 inch monitors networked to a server computer

Desktop Printers: Fifteen cubicle desktop printers networked to the server

Video Surveillance System: Cameras throughout the building and parking lot

Lion Cookie Jar: Large cookie jar shaped like a lion that contains candy. To take candy, you open the lion and it says loudly, "Get yo hand out of my cookie jar!" Located on the counter of Diane's cubicle surround.

Remote Controlled Garage Doors:

Network Server: Computer network server and monitor (in mail/copy/fax/server room)

Copiers: Two printer/fax/scanners used by all (in mail/copy/fax/server room.

Comcast Digital Telephones: Digital and networked telephone system (12 phones)

iPhones: All office personell have cloud-connected/GPS sensor iPhones

Tablets:

Envelope Folder: Electric automatic bulk envelope stuffer and folder

Coffee Machine (plumbed): Electric coffee machine linked into plumbing system

Coffee Machine: Electric coffee machine not linked into plumbing system (replaced above)

Microwave Oven:

Neopost Machine: Electronic bulk postage machine leased from Neopost located in mail/copy/office supply room.

Computer Monitors: Fifteen 17-inch monitors (some with extra monitor attached)

Paper Shredder: Electric paper shredder

Electric Staplers: Two electric staplers

3-Hole Puncher: Two electric 3-hole punchers

Office lock system: Automated and networked lock system that automatically locks certain doors at closing time

Security system: Code-based movement detector security system that is wired to the police station

Blender for diet shakes: Appears in the office in late May

Michelle's Jukebox: A miniature jukebox that plays a Michael Jackson song every time she makes a marketing appointment.

Add in from October 10

Envelope machine: Machine in Rhonda's cubicle that stuffs invoices into envelopes and seals them.

Internet controlled thermostat:

Michael Jackson Toy Jukebox: Sits on Michelle's desk. She plays a song when she makes an appointment.

Scene

The business/administrative office of a janitorial service company.

Time

The present (or June 3, 2014 through June 3, 2015)

## Production Notes

Dialogue: There are many ellipses, which represent pauses, often long pauses, while character waits during computer processes, listens to tech support on phone or holds on phone, or simply stares at a screen wondering what to do next.

Special Stage Directions:

(Time passes): Indicates break between complexity fragments, and should be treated as segue points, which will be marked by overlapping dialogue, sounds of office machinery, phones ringing. Lighting change indicates an ellipse...

During segue/transitions, characters sit in their cubes typing, staring at their screens or iPhones, answering phones in low voices, or going in and out to the copy/fax/mail room.

(Month, day, year): Actual dates dialogue was transcribed, for dramaturgy reference only.

ACT 1

SETTING: In the administrative office of a janitorial service company with a grid of 12 non-private cubicles with three foot cube walls, in each cube a desk with computer/monitor and phone; a doorless copy/fax/mail room; A door at the rear leads to the dispatcher's office (offstage). White walls, red wall-to-wall carpeting.

AT RISE: LENA, ERIK and DIANE are huddled around DIANE's monitor. Her screen has turned completely black, with only a pointer on it.

(It is June 3, 2014 - dramaturgy reference)

ERIK  
Have you ever seen this situation before?

LENA  
No...

(twenty minutes passes. LENA is on phone with IT consultant MATT, THE IT CONSULTANT)

So we rebooted and then... It says "the company file cannot be closed at this time because there is another application. That application will obstruct the application... It's The Service Program... That's the one... The new program... I know that they always go in and do something with that file but that's the first time... ... It happened just now on my computer. The only other person who had a problem today was Diane... ...  
OK, I'll try it, I'll do it and... Diane did you have both programs open?

DIANE  
No, I had Outlook and Quickbooks...

LENA  
(long pause, listening)

Hi. ... I went in and back out, it seems to be working, but I don't know what that means. Should I tell the Service person...? ... Right... I don't post them in order. Maybe I should post them in the Service Program first? I always leave The Service Program open... ... Oh, I know what it was. I know exactly what happened. Now that makes sense. I was in The Service Program, and I was updating the inventory file. I must have done that while The Service Program was updating QuickBooks... I got it! Got it! Thanks, Matt.

(office sounds segue: hum of voices/machines)

LENA

Look at this thing, Alex. It comes up on my screen every time I turn it on, and I can't get rid of it. I can't get to what's behind here, and I can't get it off.

(office sounds segue: hum of voices/machines)  
(June 6, 2014 - dramaturgy reference)

(LOZELL is at his computer. LU LEE is sitting next to him. ERIK stands behind them)

LOZELL

That password you gave me didn't work. I'm logged in on your password.

ERIK

OK, so... They sent two. You must have done it twice... There you go, you're in... New password.

LEE LU

I'd like throw you a bone once in a while. I still have access to your calendar.

LOZELL

Now I'm in. So if I want to do a lead. What are all these leads?

LEE LU

Those are just leads that are in your one.

LOZELL

But I want to have my own leads. What if I have a hot lead?

LEE LU

You can change that if you want to, it doesn't matter.  
Click.

LOZELL

I want to start fresh.

LEE LU

Put Lozell something, then hit the Q.

LOZELL

So now it will just be blank.

LEE LU

Yeah, it should be blank. Click on Q.

LOZELL

Right here.

LEE LU

Just put the name, whatever you want when you start setting  
up your stuff.

LOZELL

"Operater equals"... But now when I put them in here, that  
means they're going to go to you as well. But what stinks  
is when I add stuff in, it may be in there two times.

LEE LU

Look at my leads.

LOZELL

How do I look?

LEE LU

Search. You'll see that I originated it... Click on it,  
I want to show you something. See how ... If you want to  
change it, when you close it, you change it to you, see at  
the bottom, you change that. No, no, you click... right  
there, you don't have to save it...

LOZELL

Change it to what?

LEE LU

Convert it to...put whatever date it is.

LOZELL

OK.

LEE LU

Yeah, I do have some stuff that's not supposed to be in there, before we did that.

LOZELL

And then I can also, if I want to send an alert to myself...

LEE LU

At the bottom. Go to task.

LOZELL

So...

(sound of computer harpstrings)

Lead status...

LEE LU

Open. Only change the contact when--My car's in the shop. I left my door open and a bus tapped it and now I have to go to court, my insurance is going up to 5,000 a year.

LOZELL

Wow, what kind of car do you have?

LEE LU

[carmake]. My car's loaded, GPS, everything. I'll show you how to set yourself up for a call back. It goes directly to your email. That's it. It's easy. Sales Force sign in.

(office sounds segue: hum of voices/machines)  
(June 14, 2014 - dramaturgy reference)

LENA

(LENA is looking over DIANE's shoulder. To ERIK)

She can't post to Quickbooks.

(ERIK comes over to meet LENA at DIANE's cubicle, where they stand looking over DIANE's should at her monitor.)

ERIK

Did she close out and open it again?

(to DIANE)

Close it down and open it again.

DIANE

OK, pull it back up.

ERIK

Yes, pull it back up and try again.

LENA

If you go to open invoice list it should be there.

(all three gaze at the monitor.)

ERIK

(reading off screen)

"...is verifying invoice." You used to get that too, Rhonda.

RHONDA

It only happened--it never happened on just the regular accounts.

LENA

No, that's Tracey's account.

ERIK

I think it has something to do with the connection to the database.

LENA

Ridiculous.

[ERIK goes to online internet live chat Quickbooks tech support, and is showing DIANE how to initiate chat.]

DIANE

This here?

ERIK

Yeah, click on the green box... ... On-line chat...

DIANE

(pausing over input box)

PCS?

ERIK

Yeah. I told Ned till we're up and running, he'd do the work orders.

(office sounds segue: hum of voices/machines)

LENA

(to ERIK)

When you open up message, if you or Maury see it, you have to save it back as new. I don't think she has to worry about that. Does that make sense?

ERIK

Yes. I send it to the iPhone as an alert. I get a text message. It's probably I get it and click read. It's probably me looking at it.

LENA

Why can't we have it that Fix-It forwards it to her email?

ERIK

We can. But she can't reply.

LENA

But that's OK if she can't reply. If she needs to reply, she can open it with QuickFix. If it gets automatically forwarded to her, she doesn't have to open or close it. If they're not left open, we don't see them.

ERIK

But we do see them.

LENA

I think she's talking about after hours. If you open them and then don't save it as new, she doesn't see them.

ERIK

She's got to look at them. They are sorted by date. There's today's email, they're there.

LENA

This is today's. But this one is already printed. How would I know?

ERIK

You'll know because it's in the today box.

(office sounds segue: hum of voices/machines)

LENA

It was so good because it was all buttery, and chocolate. I lunged for it.

RHONDA

It sounds good.

LENA

(to DIANE)

You hopefully won't get that anymore when you open up and have to hit OK. So now we have to print it. Rhonda, when you go to print it, do you have to change the date?

RHONDA

Yeah, I change the date to today, if they have a PO I put it in the PO box.

LENA

OK, I have to write that down. Hold on, I have a question about the open invoice list... ... Does that mean, Rhonda, you have to go into that?

RHONDA

Yeah.

LENA

(mumbling to herself)

... ... is going to drive me nuts. Click on task number... and it also doesn't keep it.

DIANE

Yeah, because you can't bring it up again. That prints in the... ... Oh no, wait a minute, it's there. Let me try it.

(office sounds segue: hum of voices/machines)  
(June 17, 2014 - dramaturgy reference)

(LENA and DIANE are hunched over DIANE's screen.)

LENA

Is the Service Program doing it now?

DIANE

no, it's closed.

LENA

(reading from screen)

That "QODBC"...

DIANE

Are they maybe not communicating?

EBBY

(returns to her desk and calls tech support.)

... So now go into Quickbooks and see if you can do that credit card thing. Those rules weren't changed...

(pause, listens. to DIANE)

He's going to be changing your videocard.

(calling over to DIANE)

Try opening up the Service Program, because I changed the backup. See if it lets you do the backup. Is it working in the Service Program?

DIANE

So far.. ... Nope! "Error 12 adding new customer to Service Program. So it won't add new customers. That might be something different. It's saying insufficient permission level to perform this action. Error 3260.

LENA

OK, I just have to find out where the permission level is...  
... .. try it again.

DIANE:

Nope.

LENA

Try it one more time. I'm going back and changing anything that looks like backing up or syncing.

(to tech support on phone)

Yeah, I changed that to... backup... all of that... No, I didn't go into that...

(fifteen minutes on phone with tech support,  
mostly listening.)

I did that. ... It never gives you the option... ... I went  
through everything and tried to... ... And the print option  
was never available...

(calling out to everyone in the office)

Where's Diane? I need to know what she clicked on to print.  
Maybe she went to the lady's room.

(DIANE emerges from the lady's room. to DIANE)

What were you clicking on in credit cards that you couldn't  
print?

DIANE

The payment stuff.

(DIANE goes to LENA's cubicle to look over her  
shoulder at the screen.)

LENA

(to tech person on phone)

The payment stuff. She goes in to put credit card  
information in, she goes into Visa, Mastercard, whatever it  
is, there's a... ... I can pretty much on vendors give her  
full access. I think I changed this before, it didn't...  
... She'd have to go back in and see... ...Um hmm... Should  
I have her go back in and see if she can print now?

(To DIANE)

Want to try it again?

(DIANE returns to her own computer.)

Diane, hang on, I'm going to log in here. I'm going to log  
in as you.

(to tech person on phone)

Sorry, how do I log in as her, if I didn't close out the  
other one? Oh, of course, company, OK, right.

(to DIANE)

What's your password? Are you still on?

DIANE

No, I'm out.

LENA

Alright, so I'm in as Diane.

(To DIANE.)

Diane, tell me where you go to...

(DIANE returns to look over Lena's shoulder.)

DIANE:

I go to "pay bills". Scroll down. Do New England Office Supply. Hit "payments." ... .. That's what it's supposed to do.

LENA

(to tech support on phone)

So now it's working... Yeah, I understand... Yeah... OK, so now I'm going to try to go into this other program and sort of see... .. OK, so we do update?

DIANE

That's the one.

LENA

OK, let's update.

DIANE

I can't go into Quickbooks.

LENA

(to tech support on phone)

The funny thing is, before it didn't do any of this, if I'm not mistaken ---I understand what you're saying... It now works. I mean, the whole thing would be a lot better if it wouldn't allow you to delete anything... I mean you can delete an invoice! One problem with it... .. I know it's been around for a long time... Yup... right...right...right.  
(she hangs up.)

(office sounds segue: hum of voices/machines)  
(July 8, 2014 - dramaturgy reference)

LENA

(calling from her cube, to LOZELL, in his cube)

All I get is showing the... Should be able to see everybody's, I think. All I see is...

LOZELL

I'm a sub-account.

LENA

It shouldn't matter. There should be a main one that you can see everybody. Can you go to reports? It says "lead reports" on the left.

(LOZELL clicks. she goes into LOZELL's cube and looks over his shoulder at his monitor.)  
Stuff comes in there. So there are reports we can get everybody. But I can't figure out why we can't see everybody. ... .. Click on that.

(LOZELL clicks. reading off monitor]  
"No results." But all of that information is there...

(LOZELL clicks.)  
Click on yes... .. I don't know what the hell that is.

(LOZELL clicks.)  
No, it's not showing anything. So go back to "leads" again. Click on Chang, Lilly for a minute, I just want to see what it brings up. ... ..

(LOZELL clicks.)  
Go back to the report thing again. There must be something we have to do. What's "activity report," down at the end? Click on "lead history."

LOZELL  
This one here?

LENA  
I just don't understand why. There must be some kind of share thing. Erik should be able to see yours.  
(returns to her desk)

LOZELL  
It's a nice little system, but it's not so easy....

LENA  
Right.

LOZELL  
Lee goes in. I think he can see my stuff. Lee's really good with this stuff.

LENA  
(mumbling to herself)  
...some...sort of...

(office sounds segue: hum of voices/machines)  
(July 15, 2014 - dramaturgy reference)

LENA

I did my update for Quickbooks and now it's doesn't work.  
Diane, did you do your update for Quickbooks?

DIANE

Yes.

LENA

Is it working?

DIANE

Yes.

LENA

Test Human/Participant-Observer, did you do your update for Quickbooks?

TEST HUMAN/PARTICIPANT-OBSERVER

Not that I know of, unless it did it by itself.

DIANE

No, you have to do it.

LENA

(mumbling to herself)

... ... that's funny...

(office sounds segue: hum of voices/machines)  
(July 17, 2014 - dramaturgy reference)

ROBINSON

(ROBINSON'S iPhone makes a strange science-fiction-ish arpeggio noise)

I never heard that noise before!

(laughing)

I got a crazy phone.

TEST HUMAN/PARTICIPANT-OBSERVER

I can't open Quickbooks!

LOZELL

It's acting up. I can't even print sometimes.

TEST HUMAN/PARTICIPANT-OBSERVER

Are you able to print now, Lozell?

LOZELL

Yeah, mine's printing now.

(MATT, THE IT CONSULTANT enters and goes into copier room to work on the server. After a few minutes he emerges.)

MATT

(to LENA and ERIK)

Are you getting the new iPhone?

LENA

Are you kidding???

ERIK

I'll be in line at the apple store with Carol. Want to come down to Boston and wait in line with us? It's fun.

MATT

No, I'll just pre-order it.

ERIK

I just read an article, three things to do to save your battery. To keep from draining your batteries.

MATT

Ever since I upgraded to IOS7. OIS6 the phone wouldn't work. I held off 3 or 4 months not upgrading.

ERIK

CT did his, and it caused him to lose everything on his phone.

MATT, THE IT CONSULTANT

How's the printer working?

CAROL

Awesome.

MAURY

We can't seem to fax.

CAROL

We have to plug into a phone line or something.

MATT, THE IT CONSULTANT

I hooked up what I thought was a fax. It definitely has the capability to fax. When you pick up, the dial tone—

CAROL

--I didn't try, because it said "cannot dial" I started to do it, and it started to tell me to set up. So I stopped.

MATT, THE IT CONSULTANT

It's going to ask what the fax number is, if the fax line is your regular phone line?

MAURY

It's a regular phone line.

MATT, THE IT CONSULTANT

It's dedicated just for fax.

MAURY

Yeah, we use it just for faxing.

MATT, THE IT CONSULTANT

The thing is you don't want it to... Like an error pops up when she was doing it.

DIANE

(to MATT, THE IT CONSULTANT)

Usually I have Outlook, QuickBooks and Service Program open, but I minimize them.

MATT, THE IT CONSULTANT

Hopefully both of these will take care of this. Were you able to get that error message? Because we have to figure out who to call.

(Phone rings and DIANE answers it and talks, then hangs up.)

DIANE

The phones just went out. I was just talking and the line went totally dead.

(office sounds segue: hum of voices/machines)

(July 22, 2014 - dramaturgy reference)

(ERIK and LENA are huddled around ERIK's monitor, doing a remote training session with an offsite SALESFORCE SOFTWARE TRAINER for new marketing software. His voice is coming over the speakerphone, as he explains the capabilities and procedures, while remotely controlling the monitor they are watching. The meeting goes on for an hour and a half.)

ERIK

So by converting, it makes an opportunity into a contact?

SALESFORCE SOFTWARE TRAINER

... .. You notice how everything transferred over? All the notes... Company, small business... Opportunities is where everything related to the sales goes... So, we'll take it one step at a time... We'll talk about... .. For example... .. Type... Um... Do you guys want to use type? So when it converts from type it will... You've got history right?

ERIK AND LENA

(simultaneously)

No.

SALESFORCE SOFTWARE TRAINER

What about... Where do you want square footage to go--opportunities?

ERIK

Opportunities.

SALESFORCE SOFTWARE TRAINER

And what about number of units?

ERIK AND LENA

Yes.

SALESFORCE SOFTWARE TRAINER

Is there anything about the company that you would like to know that's not already in opportunities? What else do you want to put in?

ERIK

Say we wanted to know... Are there other ways to group the

leads?

SALESFORCE SOFTWARE TRAINER

Let's say, yeah, let's say... rating people... all their...  
I want to see all of the cities. There will show all of the  
cold open leads. Does that make sense? ...  
I'm trying to show you how... Like, show me all open and  
cold leads. Show me open and closed? You can make... Does  
that make sense?

ERIK

Yes.

LENA

We'll get into that, once we get the stuff up and running.

SALESFORCE SOFTWARE TRAINER

I just wanted to show you what's possible.

LENA

Next time just say "yes" ! I'm sorry, I'm joking. Just say  
yes or no.

SALESFORCE SOFTWARE TRAINER

Anything else?

LENA

It's pretty day in and day out – the simplest we keep it,  
the more likely they're going to use it right.

SALESFORCE SOFTWARE TRAINER

... Contacts...

ERIK

We don't need home phone, or assistance phone.

SALESFORCE SOFTWARE TRAINER

OK, what else? Department?

LENA

Not really.

SALESFORCE SOFTWARE TRAINER

Last request date ...is automatically updated.

ERIK

I guess I'm not sure what it is?

SALESFORCE SOFTWARE TRAINER

So when it says update, is it the right information? If not, you can update it... Birthday?

ERIK

No.

SALESFORCE SOFTWARE TRAINER

Is there anything else you want to add?

LENA

The most important thing is the phone and detail address.

SALESFORCE SOFTWARE TRAINER

Is there anything else you want to add?

LENA

I think it's going to be the kind of thing after we've been using it for a while, we'll know.

SALESFORCE SOFTWARE TRAINER

Fair enough.

ERIK

So if we want to get all the customers [unintell]...

SALESFORCE SOFTWARE TRAINER

We can. If you guys want, you can put this in there... mumble...uploading data...

LENA

We have to clean up what we have before we upload it.  
(mumbling dialogue continues)

SALESFORCE SOFTWARE TRAINER

Date is very important...which means that...

ERIK

So like sometimes we give a proposal and it has to be presented to a Board of Trustees?

SALESFORCE SOFTWARE TRAINER

Right. What else?

LENA

It could also be that the proposal...

ERIK

About waiting for signing, sometimes they say yes and it hasn't been signed yet.

SALESFORCE SOFTWARE TRAINER

The percent of times does a proposal gets signed?

ERIK

I don't understand what the percentage is? How likely is the deal closed if we sent a proposal? Is that what you're asking? We have no way of knowing that. If we send a proposal we are 75% through the process...

SALESFORCE SOFTWARE TRAINER

So then you talk about forecasting...Next step...

ERIK

Is there a drop-down menu?

SALESFORCE SOFTWARE TRAINER

Do you guys want to make it a drop-down menu?

LENA

No, that's good.

ERIK

I think we need building owner, property manager, building trustee...maintenance manager...

SALESFORCE SOFTWARE TRAINER

OK.

ERIK

I guess you can just put decision-maker. Facilities manager.

SALESFORCE SOFTWARE TRAINER

Another thing I want to talk about is products? Do you guys want to include any products?

ERIK

What do you mean by products? Maintenance service, carpet shampoo?

SALESFORCE SOFTWARE TRAINER

Yeah.

ERIK

We probably do want to add it...

(conversation continues as they set up the  
SalesForce software options)

If we use "amount" we need to use "products"?

SALESFORCE SOFTWARE TRAINER

No. Maybe like service... This is its type... OK this is not it. We need to define... a new contract.

ERIK

Cleaning contract?

SALESFORCE SOFTWARE TRAINER

An "opportunity" can be more than one?

ERIK

What do you mean?

SALESFORCE SOFTWARE TRAINER

More than one type...

ERIK AND LENA

(simultaneously)

Yup.

ERIK

I would delete that, you have Shampoo right under that.  
Shampoo, that's like a one-time maintenance job... ... I  
think that's good.

SALESFORCE SOFTWARE TRAINER

Is there anything else you guys want to add?

ERIK

Not that I can think of right now.

LENA

How will we pay you?

SALESFORCE SOFTWARE TRAINER

You can pay me by check. I haven't done any work yet.

LENA

It doesn't matter—whatever, just let me know.

SALESFORCE SOFTWARE TRAINER

When should we meet again?

ERIK

Thursday at 11:30?

SALESFORCE SOFTWARE TRAINER

I have a meeting at 10:30, I have lunch at 12:00, let's make it 2:00. Or Friday morning?

ERIK

That's fine.

SALESFORCE SOFTWARE TRAINER

OK, Friday at 9... then the training at 10...  
We should have a very similar training, I'll know what kinds of things they'll be talking about, I'll be pointing it out, hey, like... so 9:00 on Friday. Going over next steps, importing data, next step is doing training?

LENA

Yes. Perfect.

SALESFORCE SOFTWARE TRAINER

Perfect.

LENA

Great. Thank you so much.

(hangs up speaker phone line)

What an awesome find!!! I'm on a roll... Awesome.

ERIK

Awesome!!!

(LENA walks over into LOZELL'S cube)

LENA

SalesForce meeting at 10 on Friday!

(to TEST HUMAN/PARTICIPANT-OBSERVER)

I found him on Craig's list. He sounds about 24 years old. You get all these softwares and they make it sound like you can set it all up yourself. I was going nuts, trying to set up the dashboard. I found this kid because I was watching Youtube, and I went to Craig's List to look at an ad, and I thought, I'll just look up SalesForce and two names came up, one in Newton and one in New York. I made an appointment with the one in Newton, and he came and met with me, then he came with a proposal. But I called this guy in New York, and this kid told me first thing, "you can't set up a dashboard. You have the wrong version of the software."

(office sounds segue: hum of voices/machines)

LENA

(over intercom loudspeaker)

Make sure no one does the update on The Service Program, even though it tells you to update. Until they figure out what it is. If it asks if you want an update, don't click on it!

(to CAROL)

So there's no cellular, there's just wifi. I don't care, I don't use cellular anyway.

(office sounds segue: hum of voices/machines)

(July 31, 2014 - dramaturgy reference)

(LENA is attempting to get a report on a single customer to collect money owed.)

LENA

Nothing matches. This is great. Can I get this to...? Oh. So I can give her that.

ERIK

(coming to stand looking over her shoulder

So it's closed?

LENA

No, I have no idea what that is?

ERIK

The Task number. So 6100, yeah it's that list.

DEBBY

So those are all closed. But it doesn't say that.

ERIK

You can put a header on the sheet that says closed tasks. Look, if you go to home and put in her account number?

LENA

I did that before. It's so hard to... .. There's something wrong with my...

ERIK

No, it did this to me too. ... ..So right click on it.

LENA

So the whole bunch is going to... Oh! ... ..It has it, it shows it. If I could just click on the one. I don't want to go to Excel. If the information is there, why can't I just click on it? And not only that, we haven't done the upgrade yet?

ERIK

(walking away)

I love the program. There's just a couple of things...

LENA

I'll pay for it, just do it!

(office sounds segue: hum of voices/machines)

ERIK

It sucks that you can't do that. It should be entered by Ned.

NED

I wasn't doing it. Hitting the actual job description.

ERIK

All of yours should say yes. Open up on it. This is 781 and we can't really figure out why. So... see... route schedule. You know what, Ned? I think... I think when you go to do a... or... We don't even know if that's why.

NED

I hit yes when it says...

LENA

Let's wait till they figure out why. I want to call them and find out why his isn't on.

CINDY

Now she's mad.

LENA

Yeah, it doesn't make any sense... If I go to the parent... Something else is different. It's because... Hang on and see if I can fix the ones that are his, and I think you'll be able to re-run that.

(office sounds segue: hum of voices/machines)  
(August 26, 2014 - dramaturgy reference)

(TEST HUMAN/PARTICIPANT-OBSERVER has been absent from office on vacation for 2 weeks. Salesforce marketing software has been discarded. New marketing software called Pipedrive has been installed.)

(ERIK and CT are at ERIK's monitor on speaker phone with ADP PAYROLL TRAINER going over how new insurance flex spending accounts will be set up in ADP payroll processing. They are watching forms that the ADP PAYROLL TRAINER is displaying on the monitor. The meeting is an hour in...)

ERIK

Did I just make that more complicated for us when I... ... I see, so... They're hired on January 2nd, it goes through March first? Yeah. Let's do that.

ADP PAYROLL TRAINER

When does your open enrollment begin?

ERIK

We could start it on September second.

ADP PAYROLL TRAINER

Up to the fifth.

ERIK

Why don't we do it...

ADP PAYROLL TRAINER

I need that spreadsheet by the fifteenth.

ERIK

That's no problem.

(to CT)

So you'll have to do the spreadsheet on the fifteenth.

CT

No problem.

ADP PAYROLL TRAINER

Is that going to be a hard cut-off date?

ERIK

We're an open, one room office. We won't have any stragglers.

(meeting continues for another hour)

(LENA, ERIK and CAROL are eating lunch at the central table. LENA has lost all the contacts on her iPhone.)

CAROL

On my voicemail it said like 2-plus, and that my voice mail wasn't available, but I checked it and there was no voicemail.

(office sounds segue: hum of voices/machines)

DIANE

(to Lena)

Where should I save it? Should I save it to the server?

LENA

Where are they saving it now?

DIANE

I don't know.

LENA

(on the phone with Microsoft Apple about losing  
all her iphone contacts)

Just wondering if Microsoft is going to give me a credit,  
since I'm going to have to pay my IT guy... ..  
The whole purpose of buying it was to have these contacts,  
and now I have to pay someone to do it. ... .. Yes.  
You said it better than me... .. I know... .. Yep...  
... Yep... .. OK... .. I7012... Just to make sure it's  
exactly the same set-up I had originally. ... ..  
Thank you too.

(hangs up, then calls across to ERIK from her  
cube)

I couldn't export out of Salesforce because I couldn't  
figure out where those 6,000 names were...

RHONDA

(to Diane)

I don't know why, but my scanner's not working. I reported  
it to Matt...

DIANE

Maybe it's...

(ERIK goes to LENA's desk to look over her  
shoulder as she is working on setting up the  
new Pipedrive marketing software.)

ERIK

You just click on the... I see the status of the...

LENA

And I get to see everything everyone does.

ERIK

And it's going to be awesome when we get Lee using it!

LENA

He must have his own accounting system. Now when we look at  
SalesForce, we get to see how many calls he's making...? So  
he gets paid by how many appointments he makes?

ERIK

Hold on.

LENA

We're getting a little giddy! I've been in this for a long time. Hold on, this tells everything he has coming up that he's done. ... So... Is that only on just the personal page? Your setting is on administrator, my setting is on administrator...

(ERIK goes back to his cube)

MAURY

(coming out of executive private office)

Does anyone want anything from Store 24?

LENA

What are you getting? I'll get a Babe Ruth.

MAURY

I'm going to get almonds or something...

LENA

Babe Ruth has almonds in it...

ERIK

(returning to her cube)

What if you click on Alex?

LENA

Where? ... I... Oh...Oh...oooohhh. I wonder what this is. I just threw out... I'm going to kill myself. I can't look at another fucking software program!

ERIK

This is really user-friendly—

LENA

So we don't need the—we'll be able to see... That's why I had the problems, I couldn't see that. So whatever I was doing originally, I couldn't see that... I didn't realize I was... Some of these could be like when...

ERIK

You're on yesterday. It changed now because you're on today.

LENA

Yeah, I know, but shouldn't it be?

ERIK

So click on it. ...

(LENA and ERIK both start laughing)

LENA

He says it's fairly easy to do it... So he said... I made two type lines, which maybe we don't need.

ERIK

Almost it's nice to have one for Lee, because he's going to clutter up the whole thing, unless you can look at everyone excluding him... ...

LENA

You're saying potential contact.. Then... I don't know if this is set up right.

ERIK

My question would be, once the telemarketer makes the appointment, was the deal to be...

LENA

I think if we go back to...um...so he...so if we could dump all these over in there, then you do...

ERIK

What I'm saying is, this is never going to go in here.

LENA

No, you can do it anyway you want to.

ERIK

Oh you can. Oh, I didn't know you could drag them!!

LENA

You can move them back and forth as much as you want! It only gets better... That's just basically the things, like then you go into it...

ERIK

Oh, I love that! So leads! How awesome is that?? If he

wanted to fire off the calls, he could drag them over...

LENA

Whoever makes the appointment...

ERIK

(reading off screen)

Lozell proposals...

LENA

It's definitely easier to figure out than Salesforce!

ERIK

You can already see...

(ERIK returns to his cube. LENA continues working on it, phone rings, she answers it, calling over to him.)

LENA

Erik, someone from The Service Program for you?

ERIK

(picking up his phone)

I have called you guys on two different tasks asking for help running a report for actual times versus budgeted times, no one's ever gotten back to me on it... .. That's fine... No, no, no I understand... .. OK, if you could elevate the urgency of it, because it's been a few months...

LENA

(calling across to him)

What about that upgrade?

ERIK

Also, everytime we log on we get a message to upgrade, but we were told not to. ... .. It's easy to say that, but everytime we upgrade there are issues... .. Sounds good... Exactly... Ok! Thank you very much... OK... Thanks.

(hangs up)

LENA

(walking over to ERIK's cube)

Yeah right, he doesn't know what he's talking about. The

other one told us not to touch it.

ERIK

They're going to call me back tomorrow.

(office sounds segue: hum of voices/machines)

LENA

I had one class the day I picked it up, that I half paid attention to.

ERIK

(to CAROL and LENA)

Have you been using the ... voice recognition for texting?

CAROL

They've always done that.

ERIK

I was with Maury in the car and I did that and Maury said get out!

CAROL

Her mother does all her texting by VR...

ERIK

He sounds like a maniac, he does all the punctuation, like dot, dot, dot.

LENA

I should do that, I can't type.

ERIK

If you're the kind of person who can live with a few mistakes...

(laughing)

Let it go, I'm just farting in the shower!

LENA

I would like to stencil that on the wall... Sorry, Maury, I'm just farting in the shower!

LYDIA

You have a new software?

ERIK

We have another one now, Pipedrive, to manage our sales force. The only thing is, this one's going to prove to be really good!

(office sounds segue: hum of voices/machines)  
(August 27, 2014 - dramaturgy reference)  
(TEST HUMAN/PARTICIPANT-OBSERVER turns on her computer and sees an unfamiliar processing image)

TEST HUMAN/PARTICIPANT-OBSERVER'S  
MONITOR

Applying 35,497 of 44,955 updates

TEST HUMAN/PARTICIPANT-OBSERVER

Has anyone ever seen this before?

RHONDA AND LENA

(coming to look over TEST HUMAN/PARTICIPANT-OBSERVER's shoulder)

No.

TEST HUMAN/PARTICIPANT-OBSERVER'S  
MONITOR

Preparing to configure Windows.  
Configuring Windows updates.  
62% complete.  
Do not turn off your computer.

(LENA and RHONDA move into RHONDA's cube.)

LENA

(reading off sticky note)

"Click with authority." Who wrote this?

RHONDA

Erik. You have to click really hard.

(RHONDA and LENA and DIANE are formatting new invoice templates at RHONDA's desk.)

LENA

OK, then put a line, "Check out our new page on Facebook."  
What's the address?

DIANE

"back-slash timeline..."

LENA

And add, be sure to like our ice bucket challenge. And maybe click on the link to donate... I wonder if there's a way to have it be a link. ... Oh, it can't be, it's a piece of paper. And click on the link provided if you'd like to donate.

DIANE

But if you click on it will it open?

LENA

(reading off the screen)

"Be sure to like our ALS ice bucket challenge."

(LENA and DIANE peer over RHONDA's shoulder as she configures the invoice template.)

LENA

Yeah, that's fine, if they don't like it they don't need to do it.

RHONDA

Should I hit save?

LENA

Hit OK. Now it should be fine. Will it show it?

RHONDA

It has to be saved.

LENA

Should it like be in quotations or will people get it as like?

RHONDA

I think people will get it because it's Facebook.

DIANE

I'm going to the store. Anyone want anything?

LENA

I'm going to have a toasted corn muffin. Did you hear someone's suing Burger King because Burger King meat has to be put in bleach, so it's not really meat?

RHONDA

It's ammonia.

ERIK

Ammonia?

RHONDA

Yeah, ammonia, to kill the bacteria. I went there a few weeks ago and they said they said they were out of beef. How do you be out of beef?

TEST HUMAN/PARTICIPANT-OBSERVER

But we're not out of ammonia!

CINDY

(to MAURY)

The lockbox isn't working.

MAURY

Did you try...

(office sounds segue: hum of voices/machines)

LENA

We didn't post to QB. We put post to Routes. Still going, eh?

RHONDA

Yeah, every time I look at the last posted date it's still...

DIANE

(Returning from store)

Is it still spooling?

RHONDA

Yeah.

DIANE

Wow.

RHONDA

It's done posting.

LENA

(going into Rhonda's cube)

Did she get an error? Same record?

(reads error message over RHONDA's shoulder)

DIANE

(standing to look into RHONDA's cube)

Is that from the Service Program?

LENA

Go to loop something or post. I don't remember seeing that before.

(returns to her cube, begins listening to an on-line tutorial about migrating marketing data to Pipedrive software.)

PIPELINE TUTORIAL VIDEO MAN

...I would definitely recommend to you... Now you'll notice... I have it in the full screen format...

(ERIK enters office.)

LENA

(going to RHONDA's cube)

Erik, come and look at the new invoice template.

ERIK

(goes over to RHONDA'S cube, looks over RHONDA's shoulder with LENA)

Awww...nice!

LENA

Is that OK?

ERIK

Awesome!

LENA

People could say they don't want to donate, but...

ERIK

Don't want to donate, don't.

LENA

It took a long time to update this time.

RHONDA

It stopped.

(LENA returns to her cube to work on PipeDrive.  
to ERIK)

Lee's using the Pipedrive, we just have to figure out the flow. ... I'm going through the Salesforce, going through town by town... Where did we buy that list from?

ERIK

It goes back to years ago when we had ACT.

(ERIK goes into LENA's cube to look over her shoulder at the on-line PipeDrive tutorial)

PIPELINE TUTORIAL VIDEO MAN

I would definitely recommend you... and second...

ERIK

Put the new contacts in, as he calls them?

PIPELINE TUTORIAL VIDEO MAN

Now you'll notice it's already figuring out... ... And the only thing I have left then to do it... I'm going to ... Here we go!... and job title... go back to template data, now... ... The only thing you need to make a deal is... You just need something. ...By default, if I don't actually specify the owner... value... contact person...

LENA

If that's the case, if I went to--

(office sounds segue: hum of voices/machines)

(CINDY is standing by DIANE's cube talking to her)

CINDY

He's like Mommy, I'm going to go Google it! He's like 5 years old. I think about how old I was when I started using a computer. It was those typing machines that you use. And it didn't do half of the things they do now. Oh my gosh, to see a cellphone. My daughter has a cellphone. My first cellphone was those huge... Like a... I had one when I was probably like 18 years old. My first cellphone. Everything Change so fast. It's funny the way they talk. Like they know everything, they just Google it. Are these going to be emailed? Less trees are killed.

ERIK

(to LENA)

I think what they're telling you is first do the spreadsheet. Go through all your contacts.

(to ALEX)

So you're using iCloud to text, not phone number?

ALEX

I think my daughter changed it. Because we didn't have wifi. It was the only way to make it work.

ERIK

Shouldn't have been like that.

LENA

So now it came through.

ERIK

Next time you do that, start a new one.

(office sounds segue: hum of voices/machines)  
(LOZELL is in LENA's cube. They are working on PipeDrive marketing software.)

LENA

We can rename it. ... I put that up, once I clean up this Salesforce thing, I can dump them into there. But I can't tell... ... I sent Erik... ... This says last contact, Friday, 22nd. I don't know what it means... This says... Maybe he can still go into Salesforce and see, and figure out to get it working on Pipeline... I just can't tell...

(they huddle for thirty minutes)

TEST HUMAN/PARTICIPANT-OBSERVER

What's going on?

LENA

I already spent so long doing this, I can't tell you. We should have all used the same one... .. I have no idea.

LOZELL

This is just not... Well, I'll just keep talking to Lee, at least he's getting it.

(goes to his cubicle)

LENA

I haven't quite figured out--

(LOZELL goes back to look over LENA's shoulder, then back to his cubicle.)

(office sounds segue: hum of voices/machines)  
(August 28, 2014 - dramaturgy reference)

LENA

All this talk about the new iphone, I'm not sure what I'm doing anymore.

ERIK

You know what I heard? It's going to be the biggest release ever. I was going to say when I came in, anyone buying Apple stock? They're not going to launch with all this hype and it's going to flop.... .. Pipeline.... Maury said "I think it's so easy to use. I love it." Carol loves it.

(office sounds segue: hum of voices/machines)  
(September 9, 2014 - dramaturgy reference)

RHONDA

(on phone)

I'm sorry. My phone is sort of disconnecting.

(Apple will unveil it's new iphone, with watch and thumbprint payment system at 1:00 pm.)

LENA

Is it one o'clock yet?

LYDIA  
What's happening at 1 o'clock?

LENA  
The Apple iphone  
(to Erik)  
They're not going on sale till the 19th.

ERIK  
(to CINDY)  
Cindy, Carol and I when the ipad came out, we paid people to stand in line for us.

LENA  
I wanna actually make a side-by-side comparison. I can't decide if I want the bigger one or the smaller one.

ERIK  
Thinner and bigger. It's going to feel nice!  
(LENA and ERIK go to DIANE's computer to look at images of the new iphone.)

LENA  
So it's like four-point-seven.

ERIK  
Across. See it was four inches. So now it's going to be four-point-seven?

LENA  
Four-point-seven and five-point-five. I think I'm going to get the big one.

ERIK  
I'd like to have the big one. But I have to always use it... I think Maury will get the smaller one, he talks on the phone a lot.

LENA  
I don't talk on my phone much, except when I'm driving, and then its hooked up to the speakers in my car.

ERIK  
It's still a good size—

LENA

It's not like you—

ERIK

The dictation is Siri is a lot better...

(ERIK and LENA are absorbed looking at screen images.)

LENA

If someone's texting me and I have the watch on... They say the watch... ... The bigger one... ... The only other thing I want to do, before I switch over is, get AT&T to unlock that phone... Because I'm going to mm... My new one...

Because if there's something wrong with... ...

(looking at screen images)

ERIK

I'll be in line on the 19th.

LENA

If I go with the smaller one, then yes, I'll be in line— You'll be in line for me. Maury needs one, Carol. We all need upgrades.

ERIK

Too bad we're dieting. They bring food, cupcakes. It's a lot of fun. I'm going to text a guy I hit it off with when I was standing in line last time. I kept up with him, I text him and do Facebook. I'm going to text him and tell him to meet us. You wait all day for UPS, and when it doesn't come, it's like you missed your birthday!... ... I'm doing the fingerprint thing — They say it's not about payment, it's about security. I hear they have Nordstrom, Disney... I can see them getting Target, too.

LENA

They're not up to my stores yet.

ERIK

You never go into the Burlington Mall?

LENA

Never.

ERIK

It's actually quick, if you take 95--

LENA

It's a huge mall.

ERIK

It is.

(ERIK brings up a new mall that's being built)  
Unbelievable...brand new place. They have Legal's...

LENA

It's supposed to be amazing. They have Anthropolie.

ERIK

They did a nice job. What they don't have is... They put in  
a green... Every Thursday...

(office sounds segue: hum of voices/machines

LENA is in her cube.to ERIK)

Did they ever get back to us about the fixing the software?

ERIK

No. After five calls.

LENA

So we can't do the upgrade because of our form?

ERIK

The report was in the upgrade, but they couldn't do the  
upgrade because of our form. That's shabby. It's a joke. I'm  
going to do a chat.

LENA

Yeah, do a chat.

ERIK

Then it's like they'll send back a transcript of it... He  
asked me, has this been started...?

LENA

An extra two hundred dollars on it.

(office sounds segue: hum of voices/machines)

LENA

(on phone)

You can pre-order this Friday... .. Really? ... That's not good.

(hangs up. Looking at Apple website again.)

If you go on Apple-dot-com, it's hours, minutes, seconds. One hour, thirty-six minutes, eighteen seconds. But in order to livestream you have to have Safari OSX.

ERIK

You can download it from Macworld. Or Ingadget, the app. I don't think you can watch video, but they tweet.

(office sounds segue: hum of voices/machines)

(ERIK is on phone with The Service Program tech support.)

ERIK

I spoke to you last time, it was very frustrating... .. software... .. Oh... .. No, I'm not hesitant, I'm not hesitant, I was told by you guys not to... .. Yes... .. Yeah... Thank you.

LENA

We have to do the increases and we're waiting for their info. It's ridiculous!

ERIK

He said, it sounds like you're hesitant to do the upgrade, and I said no, I'm not hesitant--

LENA

We did the upgrade. They did it before and it was wrong. We're not afraid to do the upgrade. Why would it work on the old one and not this! I'd love to see the new upgrade... It probably has everything we've been asking for and can't get. Oh well.

(office sounds segue: hum of voices/machines)

LENA

(on phone)

They ship on November 19th. Uh! You can pre-order the big

one on the... Hold on!

(LENA clicks and searches on web)

(office sounds segue: hum of voices/machines)

LENA

(going into CAROL's cube.)

How do I get it unlocked now?

CAROL

(production note: excess data used by child)

Do you know it was an additional \$470 plus tax?

LENA

I didn't even use my phone.

CAROL

It doesn't tell me how much he's used, I wish it did.

LENA

The new one's going to...

CAROL

...data... Eventually everyone's going to it, because now they're blocking. She had 5 gigs so she could only use certain websites. Because they blocked it. So I called them. ... .. You go into a place and turn the phone off and use wifi, it's a little inconvenient. And you know the thing that's really worth it is unlimited international texting.

(she is checking online for data rates to see if Lena should switch to T Mobile from AT&T)

Your voice and high speed data is good if you're in Newton.

(CAROL calls AT&T to unlock LENA's phone. on phone)

We tried to get through on some line. It didn't work. ...

What phones are eligible? ... ..

(she is clicking through a website on her monitor as she talks.)

OK. So now what happens if I unlock my phone, and then I want to get a new phone? ... .. So I... but what if I shut my phone off, then I can just put my SIMcard into it? That's how it can work? ... ..OK... ..

(clicking on website.)

OK. I'm on the account. ... Yes. ...

(clicking on keypad)

CAROL

... OK.... Yeap.... It says unlock using the device,  
troubleshoot and resolve.... is that it? ...

(clicking on keypad)

Yes, sorry..... OK....

(clicking on keypad)

Then it says you know, AT&T phone that you want to unlock,  
but what about the name and the address... The name and  
the information, that's the account account holder's name,  
correct? ... OK. OK, great. Ok. ... so just .... OK. OK.

(clicks keyboard)

Excellent. OK. Great. Excellent... No that's it, thank you  
very much. ... OK, you too.

(LENA approaches CAROL's cube)

We can do it now that it's off the contract?

CAROL

They said you put in a request, so give me the IEME number.  
The IMEI number, sorry. It's in, if you go into "about."

LENA

01-332-700-349-167-9.

CAROL

(typing onto website, then peers at screen,  
leaning close)

OK, AT&T password..? What does this say?

(LENA comes around to look over her shoulder at  
the monitor.)

I have no idea.

(Leans closer over Carol's shoulder.)

CAROL

Right?

LENA

I have no idea.

CAROL

Hmmm! ... .. Let's see. OK?

LENA

Yeah.

CAROL

And then they say it takes like twenty-four hours to get it back.

LENA

I'll just keep it so, what if it goes... travelling... C:

CAROL

Yeah, you put the SIMcard in.

LENA

Pop the SIMcard in it.

CAROL

Yeah.

LENA

I guess if it's backed up, it's OK.

CAROL

You keeping the Apple or you going to umm--

LENA

I don't know. I don't know if I should do T-Mobile.

CAROL

No, I mean are you going to keep the iphone?

LENA

I think so. I was watching how they're doing this pay thing, you'll be able to pay with the phone for everything?

CAROL

Oh really!

LENA

Oh, they're showing the watch!

(LENA returns to her cube and looks at image of Apple CEO standing in front of huge images of the new iphones, the unveiling of the new iphones, watch computer)

It looks actually like one of the older ones, it's got rounded edges, as opposed to the squared off, more squared off edges. But...

LOZELL

(coming over to stand behind her and watch.)

Is it livestream?

LENA

Yeah.

LOZELL

I wonder if they made the phones different, though...

LENA

No, not really.

LOZELL

Yeah...

LENA

...the watch.

LOZELL

This is either going to make or break them at this point, I think.

LENA

Yeah, I'm not sure.

LOZELL

Make or break Apple, because they need to really like do something different.

(laughs, watches LENA scroll through images of iPhones)

LENA

The watch. It's a computer watch.

LOZELL

Looks big...

LENA

Nice!

(scrolling)

Uh! There's an 18 carat gold version. Wow.

DEBBY'S MONITOR [TEXT]

Live from Apple's iPhone 6 and iWatch event. All things indicate one of Apple's biggest events in years.

LENA

(consulting her current iPhone)

It would be better with sound.

LYDIA

It doesn't have sound?

LENA

No, this is... I'm not on their website, I'm just doing it through a blogger.

(sending text message on her iPhone)

"18K watch. Looks like I might be adding to my watch collection."

(Screen image: Tiny Apple CEO in front of huge screen with text: WATCH.)

Oh, he's wearing one.

(checks her iPhone for a response to her text message.)

(ERIK is standing in his cube watching the Apple iPhone event livestreaming from his iPhone. An Apple narrator's voice with a transnational distinguished accent against a soft electronic background music as close-up images of the watch-monitor face)

APPLEWATCH NARRATOR

.... four sapphire lenses. Infrared visible light LEDs along with photosensors detect your pulse rate. Using its gyroscope and its accelerometer, and the GPS and wifi from your iPhone, the watch provides a comprehensive picture of your daily activity. This allows it to establish and suggest goals and reward fitness milestones. The crystal also houses a unique charging solution that combines our MaxSafe technology with inductive charging. Completely sealed, it requires no alignment or exposed contacts...

ERIK

(calling across to Lena)

Oh, did you see how it charges?

APPLEWATCH NARRATOR

Applewatch is incredibly accurate. It uses multiple technologies keeping time to plus or minus 50 milliseconds. We have worked closely with horological experts from around the world...

ERIK

Oh, No!

APPLEWATCH NARRATOR

...historical significance of timekeeping.  
(watch face shows a list of the planets,  
Mercury, Venus, Earth, Mars, etc. with icons  
next to them)  
...And this has profoundly ...

LENA

...the phone.

ERIK

I think it's too expensive to do on a phone. That's a big.....

(to TEST HUMAN/PARTICIPANT-OBSERVER who is  
videotaping)

You're ruining my experience.

TEST HUMAN/PARTICIPANT-OBSERVER

Oh, I'm sorry.

ERIK

(laughing)

E: I'm not going to lie. You're taking away from me my moment.

(he sets iphone propped up on his desk,  
livestreaming, in front of his large monitor  
with pictures of his two daughters lying on  
their stomachs in the grass smiling)

APPLEWATCH NARRATOR

...of watchfaces...

LENA

Wireless charging.

ERIK

It's like ...is it wireless or is it a thing--

LENA

Yeah, wireless.

APPLEWATCH NARRATOR

...You can personalize both their appearance and their capability.

ERIK

Yeah my toothbrush charges that way. Yeah.

LENA

(laughing)

I was going to say your, ah, .... ... vibrator but I didn't want to embarrass you in front of everybody.

ERIK

E: Oh you were going to say my...

(laughing)

LENA

Your vibrator.

ERIK

I don't have one of those.

(LENA returns to her cube looking at monitor  
still images of the watch)

LENA

I think the spin thing on the watch is a little bit annoying.

ERIK

(walking over to LENA with his iphone)

Did you see the band?

LENA

No, but I like the 18 karat gold one. Except for the fact ... that's a lot of money to put into a watch.

ERIK

How much is it?

LENA

I don't know, but whatever it's going to be, it's 18 karat gold, and it's going to go... Are they going to only keep changing the software of it? Or are they going to change something in a year or two and you have to...

ERIK

They made it nice...

LENA

They made it really nice! I didn't say I wasn't getting one! I just said like...

ERIK

(convulsing with laughter)

Rolex...

LENA

Meanwhile I'm going to be--what do you call it? Unlocking my phone. I had her call, and they sent me the information, I got to back it up and then restore it.

ERIK

You can do it already, you can do it now.

LENA

Yeah, cause it's off. Now what do you think about going to T Mobile instead of AT&T?

ERIK

You're going to have limited data.

LENA

Well that's what we were looking up and trying to find, because they're going to do wifi ... you can do wifi phone through TMobile.

ERIK

Yeah, but you're going to lose your grandfathered data. Don't ever switch.

LENA

Alright, so Friday are we ordering?

ERIK

No, I'm waiting in line.

CINDY

You are?

ERIK

Hell, yeah. Oh God yeah. We'll have it that day.

LENA

No, Friday, it doesn't it say-- Oh, on the 19th you're waiting in line.

ERIK

They're shipping on the 19th.

LENA

They'll ship on the 18th, you'll get it on the 19th.

ERIK

Maybe. You riskin' it?

LENA

Yeah...

ERIK

I'll get you one.

LENA

Look at the blue... Oh, I'm so there!

(ERIK laughs. LENA reads from screen)

"The Edition is made from 18 karat gold, two sizes, three finishes, multiple bands."

CINDY

What is this, the watch?

LENA

I'm liking it, yeah! And they're going away from the ibrand. it's ApplePay and AppleWatch, not iWatch. You know why? Because didn't they just recently settle for once and for all the ...there was like a thing between Apple, you know from the Beatles and everything?

ERIK

Oh...

LENA

I think that whole thing got finally really put to bed, and that's why I think they're going back to Apple instead of i.

CAROL

(coming to look over LENA's shoulder)

So wait a minute, what is...

ERIK

I like that everyone's not going to have the same one.

LENA

Oh, red. Oh, pink. I might have to have more than one! This is a dilemma.

CAROL

Wait a minute, hold on. So your phone... So your watch is going to be like a phone?

LENA

Yeah, you're going to have like email on it, and internet on it...

ERIK

I haven't seen any of...

LENA

And that funky thing called "time" on it...

(laughter)

You're going actually be able to tell the ...TIME... on it! oooooowww!

(laughter)

Wow.... Look at that. That's like an orangey-red with a 18 karat gold...

LYDIA

Did you hear about the diet app that has intestinal sensors on it? And it automatically tracks the amount of calories that you're eating?

ERIK

Oh my God, and if you use the iCamera, to show your bowel movement...

LENA

D: Yeah, AppleDump.

(laughter)

Appledump. They're getting rid of the "i"... I want the bigger one, with the 128 gig.

CAROL

You do?

LENA

I do.

(Apple livestreaming presentation begins. Sound of Apple crowd cheering the wildly as live an executive is on stage introducing the watch.)

TEST HUMAN/PARTICIPANT-OBSERVER

Are these all their employees who are clapping so loudly?

LENA

No, they're bloggers and press.

TIM COOK, APPLE CEO

We've been working on AppleWatch for a long time.

ERIK

They're going to tell the price now.

LENA

I can't imagi- it's going to be, well the gold one will be expensive, gold's expensive.

TEST HUMAN/PARTICIPANT-OBSERVER

They hired an actor who looks as much like Steve Jobs...

ERIK

No, that's Tim Cook...

LENA

That's Tim Cook. I said to Erik, he's wearing Steve's

clothes. He texted back to me, "that's odd."

ERIK

I thought they said, "And Tim, in Steve's clothing..." I was like, what the hell are they doing?

(Apple livestream: Audience cheers wildly as TIM COOK, APPLE CEO holds up his arm wearing Apple Watch.)

LENA

Oh, Adobe. Oh, come on, that's what Jerry Kampler just said, he says, you can get a gold watch, and I can't get Adobe.

(more audience cheering)

Oh come on, are you going to finally get Adobe flash?

(KEVIN LYNCH, APPLE ENGINEER is seen and heard from ERIK's iphone, propped up in front of LENA's desktop monitor. LENA, CAROL AND ERIK watch it.)

KEVIN LYNCH, APPLE ENGINEER

...a little hard for you to see... We've built a custom one that's connected to the display here...

(he stands in front of a billboard-sized screen ... so let's take a look at that. Now, I also have my iPhone, which is required with Apple WATCH, and the first thing you're going to see on your watch, if you look at it, is the clock. Now we thought alot when we were designing a watch, about how to .... all of the great applications ... and we wanted to build it....

LENA

(laughing)

It's like when Maury tried to talk to the fax machine.

ERIK

I know, he was going "hello!"

(laughter)

LENA

Kevin. Fifteen minutes of fame.

KEVIN LYNCH, APPLE ENGINEER

... simply by swiping on the screen here. Go from one area to another of my applications. I can also get an overview of all of my apps, just by rotating the crown, it will zoom out to

the universe of apps. It arranges just how you like them.

KEVIN LYNCH, APPLE ENGINEER

And by tapping you can go right into the neighborhood of apps. And if you'd like to go back to the clock, you press the--

LENA

So it looks like there's only one color, too. Looks like there's only black.

ERIK

The watch?

LENA

No, the phone.

KEVIN LYNCH, APPLE ENGINEER

Now the watch face can be customized...

ERIKE

No.

LENA

No?

ERIK

I thought I saw a silver back...

LENA

No, the silver is where the apple is. OK, scroll down and see what we got going here.

KEVIN LYNCH, APPLE ENGINEER

You can also customize the functionality of these faces, so I can identify four steps here that will bring you...  
(phone rings)

LENA

I think the scrolling on the side is a little bit weird.

KEVIN LYNCH, APPLE ENGINEER

--the different colors of my watch. I've changed the functionality of this face...

CAROL

So hold on, I'm so far behind here.

ERIK

You can pay, without your credit card, all secure.

LENA

I don't see a different color.

KEVIN LYNCH, APPLE ENGINEER

...see I have a variety of information I can pull in here,  
right on my watch face. This is my next meeting with  
[unintl]

LENA

I don't see anything that showed a different color.

KEVIN LYNCH, APPLE ENGINEER

this is my ...a couple of other things...

LENA

Silver... the Apple's going to be on the back.

LYDIA

Can't you get little covers for them?

KEVIN LYNCH, APPLE ENGINEER

...shows you where you are on the earth...

LENA

Oh! There's a gold one! Oohh.

KEVIN LYNCH, APPLE ENGINEER

If you tap on the bottom left here...

ERIK

Lena's getting white with gold, I already know what you're  
ordering.

LENA

Hold on a second. I guarantee you the gold won't be  
available on Friday. On the 19th. That's what they always  
do, remember?

KEVIN LYNCH, APPLE ENGINEER

...A nice full moon, which will look great here. And um I

can rotate the crown here and it will advance time...

KEVIN LYNCH, APPLE ENGINEER

So you see, I can go forward and look at the new moon, and see when the next quarter one is happening, and the next full...

LENA

Who cares.

KEVIN LYNCH, APPLE ENGINEER

It's a lot of fun to play with some of these faces as well. In addition to the earth and the moon, I can see--

(image shows photo of earth from outer space, with digital time display superimposed: "SEP 9 11:19")

LENA

I don't think that's all these guys are playing with while they're doing this...

ERIK

And when they show the gaming? I'm like, no one plays games on their frigging phone.

LENA

Seriously, who cares, move on!

KEVIN LYNCH, APPLE ENGINEER

And if you forget which planets are which, you can just double tap here and it will give me a little cheat sheet, so I can see which is which. So let's fly back here now to the earth. So that's a great watchface. It's called Astronomy. There's a whole variety of watchfaces here, we spent a lot of time just doing some beautiful work here on the appearance of the faces. This is a nice analogue one.

(image shows old fashioned clock with hands.)

Now in addition to looking at the time, we also thought it's really important to look at other information as well. How do we represent that in a really glanceable way? So we've created something called Glasses. The way you get to Glasses is you just swipe up from the bottom of the watch face, you'll see information that you choose to have here. It can be from our built-in apps, it can be from third party apps, and you can arrange these just how you like. Here's my next meeting. If I just swipe horizontally I can see... .... or

I can see music I'm currently playing on devices around me. And with this, you can actually control music on your iPhone, music on iTunes, or the music that's stored...

LENA

To me, I think the plus would be you didn't need your iPhone. You know, it's sort of like, you have to have your iPhone with you, I'm going to go to my Watch over my iPhone?

ERIK

Do you have to have it with you?

LENA

It said, it syncs to the iPhone.

CT

But it has to have wifi on it.

TEST HUMAN/PARTICIPANT-OBSERVER

Do you think that's because they're trying to force everyone to have an iPhone?

ERIK

I think what is is is like...

LYDIA

Because that way no one can use it unless they have, I mean they can't use another phone...

ERIK

If your iPhone's downstairs, you know, you're still going to be connected to it.

KEVIN LYNCH, APPLE ENGINEER

--You're looking at information...

LENA

I want to know if I'm like going out to the store for a minute, I would take my phone, I guess...

LYDIA

I don't understand why they, it seems redundant.

KEVIN LYNCH, APPLE ENGINEER

...very gently. And even if you're...

LENA

I get it if like you're jogging or doing things and you don't want to take your phone out, so if you could answer it that way, or answer

(pointing to her wrist)

I get that part of it, but it would be really unique if it worked independently of the phone.

KEVIN LYNCH, APPLE ENGINEER

...if you do choose to look at something that's coming in, just raise your wrist and the notification will come in.

ERIK

Get out of here!

KEVIN LYNCH, APPLE ENGINEER

Here's a calendar invitation. Excellent. I'm invited to the Karaoke outing, finally, with Eddie.

(crowd laughs)

I can swipe up here, I can just see information about where it's at, and a time, and then I have buttons that are specific to that type of notification. Different buttons will come with different notifications. Here it's a calendar invite, so I can accept or decline, or maybe... I totally gotta go. "Accept."

LENA

If you're jogging, with the music, that makes sense. I get the idea, but it would really be nice...

ERIK

Oh look, text!

KEVIN LYNCH, APPLE ENGINEER

Loveshack or Wildthing...Ummmm... I think he's teasing me. I'm going to press reply. Now we've created something called Quick Word to enable really quick replies to messages that you're getting. You can see here we've actually analyzed the text that's coming in--

ERIK

Get out! Did you see that? Did you see what they did?

LENA

Oh my God.

TEST HUMAN/PARTICIPANT-OBSERVER

What?

ERIK

So someone texted him a question, about the Karoake, are you going with Wildthing or Loveshack? It recognizes it's asked you a question with a choice of two options, so you can respond and the options are already there.

LENA

Or "not sure."

KEVIN LYNCH, APPLE ENGINEER

...reply

ERIK

People will start having conversations just based on the--

LENA

And you can use voice or--

KEVIN LYNCH, APPLE ENGINEER

...animated emogees we've integrated for Apple WATCH. Let's use an emogee. So if we tap there, and we've got a great collection here of emogees, these are hands, hearts, and then also faces. I think I'll choose a face....

LENA

No, do the hands. We want to know if the important one is there. Oh and siri on it.

KEVIN LYNCH, APPLE ENGINEER

...great expression you'd like to send to somebody. So here I'll just edit this a little bit, this is a winking one, if I change the eye,... if I want to do something a little bit more with the mouth here, change that

(emogee face image mouth opens and tongue comes out, crowd laughs)

...I think that's perfect to send back to Johnny, alright? And so I'll just press send. Now that's sending an animated emogee to Johnny. He can view that on his phone or his watch. And it has the same kind of lively character that I just created. And that lets you send alot of emotional...

LENA

All the stuff that they can do, and the guy's like  
(Lena leans her head down and hunches over)  
this trying to see the screen kind of thing. That's a  
terrible marketing shot.

ERIK

They should have made one an ipad size and let him ...

LENA

Yeah!

KEVIN LYNCH, APPLE ENGINEER

You can do Siri just by pressing the digital ... and ask  
questions like what movies are playing, for example.

(Lynch speaks to his phone using Siri voice  
recognition)

"What movies are playing tonight in Coopertino?"

(tone sounds)

So Siri will go out and check that information, it comes  
back with a list of movies that are playing around us here  
in Coopertino, and I can use the crown to scroll the list,  
or I can use my finger to scroll the list. Now I'll just tap  
on Guardians of the Galaxy, so ...You can see we get some  
very nice poster art there, you can see the ratings, who'se  
in the movie...

LENA

Use the crown to zoom?

(Livestreaming stops because Erik's phone gets  
incoming phone call.)

LENA

Did it go off?

ERIK

Yeah, it interrupts...

(reads his message, laughs)

Someone just texted me, "you at the Apple store yet for the  
new watch?"

LENA

Oh look, it's running the ads on the side.

ERIK

Comes in a smaller size, there's like a men's and a women's?  
... Unfortunately I have to do a couple of work-related  
items.

LENA

Did you see the email from that Larry guy?

LENA

I did it the other day... for a new phone, with zero percent  
down. So doesn't that mean...right?

ERIK

E: Hey, mine is saying 325.16. Which is not right.  
(He stares down at his phone)

CAROL

(from her cube)  
Maybe it's that new AT&T network....

LENA

(reading off the her screen)  
So what I'm curious about is what you got to...

(office sounds segue: hum of voices/machines)  
(September 16, 2014 - dramaturgy reference)

WESTROM SOFTWARE

(email newsletter to TEST HUMAN/PARTICIPANT-  
OBSERVER's monitor)

In This Issue

My Customer Connect

QR Code Available  
Free Webinar's

Software Updates

Training Classes

Please remember that Westrom Software offers 10 FREE hours of training per week on how to use our software.

Custom Private Training is also available! We train you and your staff on your system, record it and give you the video.

[Click here for package options](#)

[My Customer Connect Customer Portal](#)

Westrom Software is pleased to announce 2 new features that will make servicing your customers and building brand loyalty easier than ever! Available for both The Service Program and RouteStar Solutions.

Access Code: 581-078-565 Audio PIN: Shown after joining the meeting

Meeting ID: 581-078-565



Developers Of:  
The Service Program  
RouteStar Solutions  
My Customer Connect

# NEWS AND UPDATES



## In This Issue

[My Customer  
Connect](#)

[QR Code Available](#)

[Free Webinar's](#)

[Software Updates](#)



## Training Classes

Please remember that Westrom Software offers 10 FREE hours of training per week on how to use our software.

Custom Private Training is also available! We train you and your staff on your system, record it and give you the

## My Customer Connect Customer Portal

Westrom Software is pleased to announce 2 new features that will make servicing your customers and building brand loyalty easier than ever! Available for both [The Service Program](#) and [RouteStar Solutions](#).

## Features And Benefits

- Report a problem (automatically creates an open task with pictures)
- See invoice history
- Sign and Approve quotes
- Make a payment online
- View Service History
- Online Store (feeds in as a task)
- Low price of just \$49.95 per month
- Available for both [The Service Program](#) and [RouteStar Solutions](#)

The Service Program Customers  
[Click here for more Info!](#)

RouteStar Solutions Customers  
[Click here for more Info!](#)

## A Custom Branded App For Your Company

Increase sales, build brand loyalty and improve customer satisfaction with a custom branded app with your company logo. The app will be

ERIK

(to LENA)

Software comes up tomorrow, so we're actually going to be able to see what the form's going to be able to do.

(office sounds segue: hum of voices/machines)

LENA

(on phone with Bloomingdale's)

I got my credit rating, and it's 8.02 and I told my friends and they almost died laughing... ..It's like torture. Here's the interesting thing. I printed out the confirmation and it shows it on line 62. And it says I have confirmation. ... .. So how about this, if I give you the confirmation number from the payment shouldn't you be able to? ... .. OK... OK... OK... Yup.... Yup. ... And it's like, it's really ridiculous. It's the reason I have two accounts. This is not the first time, this in an on-going issue, and only with Bloomingdale's. OK... OK... OK. ... I appreciate your help.

(office sounds segue: hum of voices/machines  
LENA and CAROL are in LENA's cube)

LENA

Does he have Apple ID?

CAROL

I don't know. He's in the bathroom. You can ask in a second.... Can you share one?

LENA

I don't know.

CAROL

If he puts his pictures on the re--

LENA

They just changed the iPad.

CAROL

They're on the phone... Share... How will they share? Send 'em to you?

LENA

I took mine out. Apple ID.

(MAURY comes out of the bathroom)

CAROL

Maury, what's your Apple ID account number? Your Apple ID?

LENA

I'm signed in already.

MAURY

Lena, if you want to keep that, I want a bigger one anyway.  
Not a problem.

LENA

...it should...

MAURY

You have to upload—

CAROL

And I put that on his phone, so... Hold on, let's check  
mail.

LENA

That's separate.

CAROL

So how about his applications?

LENA

Photos he should now be able to share?

CAROL

His apps. I don't think they come on unless you download...  
Maury, take a picture of something.

MAURY

I don't have my phone. You have my phone.

CAROL

Let's see if it's only doing it today, for whatever reason.  
... So...

LENA

Once you save them to here and they're saved, they should  
be saved to this.

CAROL

What's the last picture he took? ... So when he takes a picture... ?

LENA

He doesn't have enough space, is that what you're worried about?

CAROL

So they're all covered?

LENA

Must be. Did he take them with this?

CAROL

I tried undo on his... Mine sends with my picture on my iPod... So here I went into this... Is that his or yours?

DEBBY

These are mine.

CAROL

I have the same.

LENA

Did I take those?

CAROL

Ok, so what I tried earlier was this, I went into photos sharing--

LENA

So let's see. So this is on wifi, that's on wifi.

CAROL

All these... See this is this week's...

LENA

Maybe those are mine? I went into... This should be sharing. Photoshare is something different. I went in and changed the setting. ...Connected to wifi... and I went to my... my photo... all of my uploads... So somehow it has to be...

CAROL

They're not there. I don't know... Photoshare... Let's go back to... But then are all... ?

LENA

The ones that we just shared are up there. Maury, you could be just taking pictures from this, instead of the phone and it would actually be better for you because you could see it...

(office sounds segue: hum of voices/machines)

LENA

How ridiculous.

CAROL

It makes no sense... And you're...  
(both laugh)

LENA

How is that possible? ... But that's what it really is... I keep forgetting.

CAROL

How could you forget, they email you every day.

LENA

It's crazy.

(office sounds segue: hum of voices/machines)

LENA

(talking to CAROL from her cube)

I just think there might be a new one coming out. I think I should do the iPad Air.

CAROL

I think the iPad Air is out.

LENA

Hold on, I'll find out from my friend.

(office sounds segue: hum of voices/machines)

ERIK

I'm like a little kid. I'm trying to downplay it but...

CAROL

I was at the store yesterday.

(office sounds segue: hum of voices/machines)

CAROL

That's what I'm afraid of, that everyone's going to think I'm online on Facebook.

(office sounds segue: hum of voices/machines)

ERIK

Bring a chair. After you stand for a few hours... Then we won't be able to get any sleep. We'll be there early. 7:00 is perfect. 6:00 to 8:00. But it gets exciting at around 7:00, because they come out. They have a better system now. They used to use cards. They come out and get your emails and they email your confirmation. They do it to the people in the front of the line. By the time you get to the back of the line, the store is open.

CAROL

You could potentially wait until 7:00 and find out they didn't have enough phones.

ERIK

Lena wants gold and white with 128 Gigs. I don't want black. I'm not taking black. Don't ever get black. I hate the black phone. I can't find it if it drops, it blends right in.

ERIK

So what are you going to get, the silver?

CAROL

Yeah. ...

ERIK

Carol I'm so psyched for this! I'm buying the case. Google iPhone plus cases and Apple.. Or just go to apple dot com.  
(they scroll on website through case options)

CAROL

Blue's kind of nice. Their red is bright.

ERIK

And you can get a silicone case, too.

CAROL

Oh, look at the pink. Oh wow.

(a passing CLEANING EMPLOYEE looks at C's  
phone)

Same brand, yeah.

(CAROL is paging through website)

I'm keeping my other one, in case I go travelling...

(office sounds segue: hum of voices/machines)

TEST HUMAN/PARTICIPANT-OBSERVER

(to ERIK)

Are you standing in line on the 19th of November?

ERIK

No, this Friday! I was talking to my fitness trainer, he's Brazilian, he surfs and everything, we were talking about how a simpler life is so nice. We should try to simplify our lives, everything is so much better, relationships are better... And he said, "all the technology is so awesome, but at the same time it's terrible." I said, that's how I feel.

(office sounds segue: hum of voices/machines)  
(September 18, 2014 - dramaturgy reference)

(tomorrow morning ERIK and CAROL will stand in  
line at Apple store)

CT

What did you guys finally decide on?

CAROL

Three AM.

(office sounds segue: hum of voices/machines)

CAROL

(talking on phone to Victor, a maintenance  
employee)

...No! Each window has its own identification number.

CAROL

I told you that. The size doesn't matter. The only way they will let you order anything is if you have the actual identification number for each window... ... You have to go back. And you have to do it on your time.

(office sounds segue: hum of voices/machines  
3:25 pm)

(ERIK is sitting at his desk looking at his monitor as he begins conference call with The Service Program tech support, who is remotely controll his monitor.

ERIK

... No, that's the total... ... So going forward? ... ... I see... Alright... OK, so if I wanted to... ... So even though I know it's wrong...

(raising his voice loudly)

DO YOU KNOW HOW MANY TIMES I'VE ASKED YOU ABOUT THIS? OVER THE PAST THREE MONTHS? SSHH... ... OH NO, I CAN'T BELIEVE YOU SAID THAT!! ... ... So this is every closed Route?... But I can dump that into Excel... a route ticket number?...

(ERIK over intercom, loudly)

If you're in The Service Program, could you please get out?

(he continues on phone till 3:48)

(he hangs up, then suddenly laughs loudly)

ERIK'S MONITOR POP-UP DIALOGUE BOX

Evaluate your session.

Please take a moment to tell us about the support session that just ended.

Did we take care of your problem?

[select one]

Was the problem resolved in a timely manner?

[select one]

Please rate your remote experience.

[select one]

Is there anything we can do better?

[text box]

Please enter your company name.

[text box]

SUBMIT

(office sounds segue: hum of voices/machines)

ERIK

They denied mine too.

CAROL

I'm eligible for an upgrade.

ERIK

They denied mine too.... What time are you going?

CAROL

I've got to get up at two in the morning.

MAURY

It's going to be cold.

ERIK

It is going to be cold.

MAURY

So he's going to hold a space for you?

CAROL

If we have four people.

ERIK

Last time when we got in line, someone said, "That's cheating! Oh my God!" And then everyone was talking about it.

CAROL

We were really embarrassed at first.

ERIK

So when you're in line, you're guaranteed...

CAROL

Erik called the Apple store...  
(laughter)

MAURY

Lena said she wants to go.

CAROL

Just for the fun of it.

ERIK

Did you see there was a [unintll] keyboard?  
    (showing MAURY an image on his iPhone)  
You just drag... It really, really works.  
    (MAURY's iPhone rings)

CAROL  
I had to park way down by the fire station last year.

ERIK  
It's between Fairfield and Gloucester.

TEST HUMAN/PARTICIPANT-OBSERVER'S  
MONITOR  
Password synchronization did not work.

(office sounds segue: hum of voices/machines)

DIANE  
Carol, you're doing the red eye, aren't you?

CT  
Bye guys. Have fun. I can probably steal my Mom's upgrade.

(office sounds segue: hum of voices/machines)  
(September 21, 2014 - dramaturgy reference)

MAN IN NEON YELLOW CONSTRUCTION  
VEST AT TWIN DONUT  
He's not a smartphone guy, so he's always ending up with  
viruses... So finally he got an iphone. So I bought him  
a case, and the next day he [dropped it and broke it].  
I dropped mine, broke the screen. This is a replacement  
screen. I'm going to get a 6, I think. I still have the  
grandfathered unlimited plan.

(office sounds segue: hum of voices/machines)  
(September 23, 2014 - dramaturgy reference)

(TEST HUMAN/PARTICIPANT-OBSERVER sends a  
document to the printer)

TEST HUMAN/PARTICIPANT-OBSERVER'S  
COMPUTER MONITOR  
Password synchronization did not succeed.

(office sounds segue: hum of voices/machines)

ERIK

Here it is. Can you believe how big it is?

(he shows her his new iPhone 6. to LENA)

I couldn't do it. I couldn't give up the big one for the little one. The store was packed. I said, was there a line this morning? They said, yes, longer than the line there on day one.

LENA

Are you going to call Matt? He might have better luck with it...

(office sounds segue: hum of voices/machines)

LENA

Phones are getting bigger, computer drives are getting smaller. I think their goal was to be the biggest out there. It didn't need to be so big. But I like it. I watch videos on it.

CAROL

What's the difference between Surface 1 and Surface 2?

LENA

2 is smaller.

(office sounds segue: hum of voices/machines)  
(September 30, 2014 - dramaturgy reference)

(ERIK goes to TEST HUMAN/PARTICIPANT-OBSERVER's cube)

ERIK

Can I get your help sometime today? We have a spreadsheet problem. It's not a bad problem. I'm trying to do the contract increases, and I only want to raise them if they need to be raised, because we might lose some business. The Service Plan guy wrote a report for me, it works great, it exports into a spreadsheet and has everything I want, the time, the budget, the variance. The only problem is the variance is wrong.

(office sounds segue: hum of voices/machines)

(CINDY, RHONDA and CT are putting invoices into envelopes.

ERIK is going over extra hours authorization request)

ERIK

At least he was honest.

(reading from the cleaning employee's extra hours form)

"Location: the Apple store. Comments: waiting in line for iPhone 6"

(office sounds segue: hum of voices/machines)  
(Strange electronic tones emit from Rhonda's phone)

ERIK

We think we know what the problem is with the garage door. The problem is, people have a clicker to open the door. That's the initial thing, the amps are too high, so it trips the motor. But it doesn't always happen. It's a problem with the motor. I guarantee you the overhead garage people know what's wrong with it and could fix it. But they charge a service charge every time they come.

(LENA enters the office)

ERIK

(to LENA)

Are you having any trouble with your calendar?

LENA

No, but my websites are getting stuck. Did you tell Test Human/Participant-Observer about the problem with the spreadsheet?

ERIK

Yeah, she's going to work on it. My calendar's not syncing with my computer.

LENA

That's interesting, because my brother sent me an email, and I couldn't open it.

(they confer over their iPhones at ERIK's desk)

(office sounds segue: hum of voices/machines)

(TEST HUMAN/PARTICIPANT-OBSERVER goes to join  
LENA and ERIK to look at spreadsheet problem)

TEST HUMAN/PARTICIPANT-OBSERVER

L To E: Do you want me to look at this now?

ERIK

(ERIK has THE SERVICE PROGRAM portal open)

Well actually, I'm waiting for this portal, because I want  
him to fix it in the report.

LENA

(gesturing to monitor with portal)

Yeah, this is the only way we can talk to anyone. We love  
the software.

ERIK

It's great!

LENA

But we have to go through this.

(TEST HUMAN/PARTICIPANT-OBSERVER looks at  
spreadsheet report from THE SERVICE PROGRAM)

OK, this is weird, the first one is right. The second one is  
wrong.

ERIK

Yeah, it's really random.

TEST HUMAN/PARTICIPANT-OBSERVER

I see what's wrong. The formula is -1 times actual time  
divided by 2.

ERIK

What is it supposed to be?

TEST HUMAN/PARTICIPANT-OBSERVER

It's supposed to be a variance, actual time minus budget  
time. The formula doesn't even use budget time at all.

(TEST HUMAN/PARTICIPANT-OBSERVER writes down formula so ERIK can give it to THE SERVICE PROGRAM guy during the portal session, and returns to her cube. LENA and ERIK sit waiting for portal session to begin)

(office sounds segue: hum of voices/machines)

LENA

(to all)

I keep every so often getting that white square on my computer...

(office sounds segue: hum of voices/machines)

It's like it synced. But wiped out the data. Just like we read. There's still all these ridiculous issues with the data.

ERIK

And I just got seven emails from 1969. Whoever sent them really pulled something off!!

LENA

So what did you do when that happened?

ERIK

I turned the wifi off.

LENA

It's definitely that update. I'll tell you, when the college kids tell you something you know something's up. It's amazing how Apple has screwed this up.

(reading from iPhone)

"IOS exchange mail no longer pushes." Hold on a second, let me see what they say. "Go to cellular data and turn on settings and push is enabled." "Try going to settings general... You will be required to add back password for wifi."

ERIK

I think I fixed it. Delete calendar.

LENA

That's what they said. Delete and add back in. People are having tons of problems.

(reading from iPhone)

"I discovered a solution for people having internet/wifi problems with iphone 2." So far my stuff is alright. If yours isn't alright, it's definitely the upgrade.

ERIK

Here it is! Including the test.

LENA

So let's see if it stays.

ERIK

So after it came back, I got an email from Matt saying remove the calendar. Which is what I just did.

(office sounds segue: hum of voices/machines)

CAROL

How do you BEHEAD someone? People are SICK!!

(office sounds segue: hum of voices/machines)

(LENA and CAROL are eating lunch at the table)

LENA

You're not supposed to have any almonds on the first day.

CAROL

It doesn't have the touch ID that I'm so used to. Do you know what app is good for food? Calorie Count.

LENA

I'm not doing Calorie Count. ...

[looking at her iPhone diet app]

...average, fresh, medium. I had two of them. So I'm up to 7.4 carbs for the day so far. You can have one of their bars. I don't really want it right now. You can scan whatever you bought and it does that calculation to tell you what the carbs are.

CAROL

Does it also tell you your daily carbs and fat? I like that.

LENA

(reading from iPhone)

"Beware, this app will get you killed.

LENA

IF you use this app to calculate insulin, it's very inaccurate." Atkins Diet...will add new info.

ERIK

When I go home at night, that's when I cheat. That would not be enough. I would tear into the whole box. [of poptarts]

CAROL

I like em raw. No frosting. I like the strawberry and the blueberry.'

LENA

Wouldn't you love to be one of those people who doesn't care about food?

(TRACEY, a client, enters office and joins them at the lunch table)

LENA

My own brother got mad at me because I didn't say Dear Stephen and Love Lena.

ERIK

There's going to be a "sarc" icon so people can know when you're being sarcastic.

(office sounds segue: hum of voices/machines)

LENA

I'm not asking for anything but to dump it into Excel, the guy Chad gave me that dumbass analogy...

ERIK

He didn't sell it to me like it was going to be a real report...

LENA

Not being able to contact him isn't fair.

ERIK

And there's only one guy on the portal who knows what he's doing. The rest are trainees... So he's going to call Thursday at 11:00.

LENA

At least with Murray, you could get to him.

ERIK

There's a report in The Service Program that's exactly what we want, but it doesn't account for team hours, so the time is half what it should be.

TEST HUMAN/PARTICIPANT-OBSERVER

Do you have to enter the time as in and out clock time?

ERIK

Yes, but it doesn't multiply it by number of people on the team.

LYDIA

Well, what he gave you isn't a report, it's raw transactions. A report would have totals and subtotals...

LETTER FROM TEST HUMAN/  
PARTICIPANT-OBSERVER

9/30/14

To ERIK and Lena from Test Human/Participant-Observer  
ROUTE TIME REPORT IMPROVEMENTS [for THE SERVICE PROGRAM  
TECH]

FORMULA

Formula is currently:  $(-1 * \text{Actual Time}) / 2$   
Formula should be:  $\text{Actual Time} - \text{Route Time}$

CAN YOU ADD DATE RANGE PARAMETERS?

Excess data will become a problem over time as data accumulates.

CAN YOU SORT?

Level 1 – Customer Name  
Level 2 – Transaction Date

CAN YOU SUBTOTAL?

First subtotal after sorting: Subtotal at each change in MONTH for team hours, manhours (Actual) budget hours (route) and Variance.

Result:

April          Customer A

May Customer A  
April Customer B  
May Customer B  
April Customer C  
Etc.

Second subtotal at each change in customer for team hours,  
manhours (Actual) budget hours (route) and Variance.  
Result:

April Customer A  
May Customer A  
Total Customer A  
April Customer B  
May Customer B  
Subtotal Customer B

Grand total

(office sounds segue: hum of voices/machines)  
(October 3, 2014 - dramaturgy reference)  
(ERIK comes to stand by TEST HUMAN/PARTICIPANT-  
OBSERVER's cube)

This stuff really makes me feel great.

LYDIA

What is it?

ERIK

Apple cider vinegar. I take a shot and I swear I feel  
better.

RHONDA

Yeah, it's the new thing... There's lot's of articles about  
it

LYDIA

What does it do?

ERIK

Oh, lots of stuff... It makes you have more energy, your  
metabolism works better so you lose weight more quickly. I  
had done it a little before, but I just started doing it  
again about a week and a half ago and I swear it really  
works, I love it.

(office sounds segue: hum of voices/machines)  
(ERIK is on phone with MICHAEL, THE SERVICE PROGRAM tech support. Over loudspeaker, loudly)  
Could everyone please get out of the Service Program? If you're in the Service Program, please close out.

(he continues on phone for half hour in low voice)

Since we switched to The Service Program we thought we could be more efficient... .. Correct... The time on site is the budget hours? ... I think actual and time on site are the same thing... I think about it as actual and budget. So if we subtract the actual from the budget... times 2. Gotcha... correct... Ah... I see... Which would be the same as having it and making it negative. Gotcha... Correct... Excellent. And then, it can sorted by, it can subtract and do customer names... Gotcha. OK. Oh, if we could have the job code pull, we have the fronts and backs and trash, if you could do that that would be a miracle... I don't think it is a field in QuickBooks. Let me open The Service Program. You see it on the route schedule. It's called "group." Umm, actually, if it's next to the variance, that would be fine. Cause then we could say they're over on the trash, but under on cleaning... OK... Hold on!! I see, someone's in The Service Program.

(loudly calling across office)

Rhonda, are you?

RHONDA

No.

ERIK

(to phone)

No. ... It could be someone who's not here. It could be someone who's not here.

(on intercom)

Ned, you out of the Service Program?

NED

(over intercom from offstage)

No.

ERIK

It's got to be Lena.

(checking on his computer screen for who's on)

ERIK

It's not Lena. Somebody's still in it.

(calling out to all)

Alex, are you sure you're not in it? Who else has it? Diane, are you sure you're out? Nobody?

(returning to phone)

Michael, everybody says they're out. ... .. Is it me?.... ... Aahhhh! If the report, yeah. I bet it's still...  
... .. Oh my God. I'm going to literally walk to every computer this second. Sorry, I have to physically check each computer. It's saying that someone is still in.

(rises from his desk, goes to look at ALEX's computer, then CINDY's)

Not you. Not you.

(to RHONDA's cube)

Not you. I just told him I would physically check and make sure no one's in.

(checks DIANE'S computer)

LYDIA

Is it me because I'm working on the spreadsheet?

(ERIK returns to his desk, picks up phone)

Nobody is in anymore. She just shut out of Excel and I went to all the computers to make sure no one is in? And Test Human/Participant-Observers, you closed out of Excel?

LYDIA

I closed out of the spreadsheet. I'll close Excel.

ERIK

Huh. ... There... Yeah, I guess we'll have... Ummm... I just don't understand where it can be, no one else has The Service Program open. Including me. I don't even know... How is that--??? ...Let me go look on the server... I don't know how it would be on the server.

(rises again and goes to copy/fax/mail room with server, then emerges)

Jesus Christ.

(Returns to his desk and heaves sigh before returning to phone)

As luck would have it, our IT guy changed the password on the server and I don't know it. ... End of the day. Yeah.

ERIK

I mean, I can have him reboot the server remotely, too, can we do that? 3:30? That would be great. Thanks a lot, Michael. Take care.

(hangs up)

ALEX

Are we going to clear hours now?

ERIK

The software can't do it. That's why we're not there now. This takes years off my life. This bullshit. But I love the program.

ALEX

I fired that guy yesterday. I looked at the swimming pool. It was full of cobwebs.

(office sounds segue: hum of voices/machines)

TEST HUMAN/PARTICIPANT-OBSERVER

Erik, I'm just reformatting the spreadsheet for you.

CAROL

He's gone.

CINDY

Can we go back into The Service Program?

(office sounds segue: hum of voices/machines)  
(LENA enters the office)

LENA

(to ERIK)

Did you get Michael?

ERIK

[unintelll] All seven computers... Yeah... server...  
... background check... They want a criminal background  
check. I told them we do CORIs.

(LENA works intensely at her desk trying to  
organize data in new Salesforce software)

LENA

(to ERIK)

It took me all day to do this. I haven't met anyone that says it's easy yet.

TEST HUMAN/PARTICIPANT-OBSERVER

What's easy?

ERIK

SalesForce.

(TEST HUMAN/PARTICIPANT-OBSERVER has been working all day trying to make the spreadsheet data dump that Michael, the Service Program rep wrote, into meaningful information for ERIK)

(office sounds segue: hum of voices/machines)  
(3:30 PM. Michael from The Service Program calls back.)

ERIK

(Speaking loudly over intercome)

Can everyone get out of the Service Program please?

(office sounds segue: hum of voices/machines)

LENA

When I did the update, some of my appointments went to central time. I'll just have a snack while you're...

(office sounds segue: hum of voices/machines)  
(LENA is eating lunch and checking iPhone Atkins Diet app, has kit of snackbars sold by the website)

TEST HUMAN/PARTICIPANT-OBSERVER

Are you doing the Atkins Diet online?

LENA

Yes, I'm not buying all the food they sell... I'm not weighing my food, just a serving the size of--

(holds up fist)

They've changed it to have more fruits and vegetables.

TEST HUMAN/PARTICIPANT-OBSERVER

When did you start?

LENA

On Saturday. Maybe I'd do better if I started on a Monday.

(office sounds segue: hum of voices/machines)

ERIK

(on phone with MATT, THE IT CONSULTANT, IT consultant, who is remotely controlling ERIK's computer)

Hey Matt. The Service Program needs to update the database, but he needs everybody out. He thinks that maybe it is the server. ... I can do it myself?

(ERIK leaves his cube and goes into the copy/fax/server room and returns)

Can you do it for me?... You still there, Matt? Did you change the password to the server? ... OK... OK... OK... Ah, great. ... OK... I'm not at my desk. I'm sorry. I can see you're doing stuff. Will you drag it all the way to the right, then I'll know. ... No, I don't know how to use it... Hold on,

(calling out to entire office)

Is anyone doing anything in QuickBooks?

LENA

Test Human/Participant-Observer, are you in Quickbooks?

TEST HUMAN/PARTICIPANT-OBSERVER

No, I'm not.

ERIK

OK... OK... Alright. Thanks a lot Matt.

(on intercom)

Can everyone please get out of The Service Program? Ned, if you're in the Service Program, can you please get out?

(office sounds segue: hum of voices/machines)

(TEST HUMAN/PARTICIPANT-OBSERVER has been trying to work with the report they exported to Excell but since there's too much data, Excel is crashing. She spends all day attempting to create a meaningful report out of the spreadsheet data dump from MICHAEL, THE SERVICE PROGRAM TECH SUPPORT. She clicks "shut down" on

her computer.)

TEST HUMAN/PARTICIPANT-OBSERVER'S  
MONITOR

Please do not power off or unplug your machine. Installing  
updates 1 out of ...

(office sounds segue: hum of voices/machines)  
(October 14, 2014 - dramaturgy reference)

LENA

(to CAROL)

The card 2-point-0 K300?

CAROL

I use it all the time, but when I have company...

DIANE

(consulting a website)

You can't use your own [unintel] with it. It would be good  
if they had one for the other one.

CAROL

I just use it so much. I wish they had a combination.

(TEST HUMAN/PARTICIPANT-OBSERVER opens  
QUICKBOOKS and following message appears on her  
monitor)

QUICKBOOKS SOFTWARE

WARNING!

!Problem

Intuit QuickBooks Enterprise Solutions 14.0 cannot open this  
company file because the file has been updated to a newer  
version of QuickBooks.

Solution

Restore a backup of this file that was made before the file  
was updated to the newer version. To do this, click OK, then  
click "restore a backup file" in the No Company Open window.

Or

Upgrade your version of QuickBooks to the latest version.  
[button] OK.

TEST HUMAN/PARTICIPANT-OBSERVER

I can't open my QuickBooks. Was Quickbooks upgraded?

LENA

Yes...

(points to DIANE)

Tell her to call Matt.

DIANE

He's coming in at 1:30 to finish what he was doing yesterday.  
He has to finish Carol's.

TEST HUMAN/PARTICIPANT-OBSERVER

Can you call him anyway?

DIANE

(Calls MATT, THE IT CONSULTANT)

Test Human/Participant-Observer, I have Matt.

(DIANE sends him through to TEST HUMAN/  
PARTICIPANT-OBSERVER's phone)

TEST HUMAN/PARTICIPANT-OBSERVER

(on phone with MATT, THE IT CONSULTANT)

I got a message saying my software wasn't upgraded.

MATT, THE IT CONSULTANT

Oh, I'm sorry. I upgraded the others, but I probably  
didn't see it because your computer wasn't on. You  
can do it yourself if you want to. Just go to Intuit.  
QuickbooksEnterprise.com and download the upgrade.

TEST HUMAN/PARTICIPANT-OBSERVER

I'd rather have you do it.

LENA

Are you still going to be able to work? It's probably easy  
to do. Maybe I can do it.

TEST HUMAN/PARTICIPANT-OBSERVER

I'd rather have Matt do it so he'll be responsible for it if  
something goes wrong.

LENA

What do you think, we're going to take you out back and whip  
you?

TEST HUMAN/PARTICIPANT-OBSERVER

I can work in Excel.

(office sounds segue: hum of voices/machines)

(MATT, THE IT CONSULTANT enters office)

TEST HUMAN/PARTICIPANT-OBSERVER  
Do I have to close all this stuff while you do the upgrade?

MATT, THE IT CONSULTANT  
No.

(MATT, THE IT CONSULTANT sits down at TEST  
HUMAN/PARTICIPANT-OBSERVER's desk)

(office sounds segue: hum of voices/machines)

LENA  
(to ERIK)  
Have you weighed yourself?

ERIK  
Yes, and it's not good!

(office sounds segue: hum of voices/machines  
Upgrade is completed.)

(TEST HUMAN/PARTICIPANT-OBSERVER opens upgraded Quickbooks)

TEST HUMAN/PARTICIPANT-OBSERVER'S  
MONITOR:  
Quickbooks Usage and Analytics Study  
At QuickBooks we work continuously to improve our software and provide you with the best possible product, services and experiences. One way we do this is by tracking quickbooks usage.  
Quickbooks is a web-enabled product. When you're connected to the internet from within Quickbooks products, in addition to delivering product updates, messages, service information and help content, we also collect data about you and your use of our software. This helps us to see where our software is effective and what Intuit services help you manage your business most effectively. Learn more about what data is collected and how to discontinue participation in the study. [CONTINUE]"

(TEST HUMAN/PARTICIPANT-OBSERVER hits continue and sees a screen called "Insight" which displays a graph of company profit and loss as a dead end. There is no option to not allow or limit the data Intuit is collecting through QuickBooks internet connection. In the help function, there is no information about how to limit QuickBooks unlimited data collection.)

TEST HUMAN/PARTICIPANT-OBSERVER

Matt, do you know how to turn off the thing that lets them collect your data? It showed me a screen and told me I had a choice, but that led to a dead end. And their help function doesn't have anything about privacy and data collection...

MATT, THE IT CONSULTANT

We'd have to call QuickBooks...

LENA

It doesn't matter. If you're on the internet they're collecting your data no matter what.

TEST HUMAN/PARTICIPANT-OBSERVER

Yeah, but it bugs me that they pretend they're offering you a choice and then send you to a dead end.

(office sounds segue: hum of voices/machines)

CAROL

Is anyone having a problem with the internet? I wasn't getting emails and I wanted to make sure...

DIANE

I have the internet.

CAROL

What's the password for the internet?

DIANE

THAT I couldn't tell you.

(office sounds segue: hum of voices/machines)

LENA

(on her way out)

It's like three 8-ounce servings of vegetables...

(office sounds segue: hum of voices/machines)

(October 15, 2014 - dramaturgy reference)

(MATT, THE IT CONSULTANT is sitting in a cube at a computer. He has been working in the office all day)

TEST HUMAN/PARTICIPANT-OBSERVER

Matt, when I try to open Quickbooks the shortcut icon isn't working.

MATT, THE IT CONSULTANT

Oh, that's because that's for the Quickbooks 14.0.

(MATT, THE IT CONSULTANT comes into TEST HUMAN/PARTICIPANT-OBSERVER's cube and reaches over her to change the icon to version 15.0. He goes to LENA's cube.)

(to LENA)

Alright, so the software's installed... My guess is that the printing functionality between your old printer and your new one was similar.

LENA

I uploaded it. Amazing. Why change the drives for all of them?? It's the same printer...Makes no sense.

MATT, THE IT CONSULTANT

Should be on there installed.

LENA

Thank you much.

MATT, THE IT CONSULTANT

QuickBooks itself has backup. The offsite backup works fine. But the local backup in QuickBooks is a little finicky...

(MATT, THE IT CONSULTANT leaves)

(office sounds segue: hum of voices/machines)

LENA

Of course, why would it work now to print? Now it won't print.

ERIK

Did you open the control center?

LENA

(LENA calls MATT, THE IT CONSULTANT)

I'm inside it and trying it again. 7360 printer copy one. You had to pick that each time. ...It says "printer error needs troubleshooting."... "printer properties" ..."Sharing" Port is LPT1. USB 1 or 2? Does it matter?.... ...OK. So we removed everything...OK... Now I'm going to plug it back in? ...OK... Printer copy 1. So weird. So it defaults to printer copy 1. That is the weirdest thing. And the other one says seven documents waiting. So how do I get rid of...?? Seven things just hanging there that I can't get through to get ride of them. I can't do anything with it.

(LENA hangs up)

If he wants me to delete the email, I'll delete the email. Whatever!

(looking at iPhone news alert)

(to all)

The latest Ebola patient exposed 137 people!

CAROL

And Erik's going to Texas...

LENA

Now let's see if the scan and fax are working...

CINDY

Is it working?

LENA

I think so. It's a little weird but...

(office sounds segue: hum of voices/machines)

CAROL

I can watch two shows at once!

MAURY

Lena can watch six shows at once.

(office sounds segue: hum of voices/machines)

LENA

Three weeks... I haven't cheated.

ROBOTIC VOICE ON SPEAKER PHONE

...password must be renewed before you can...

LENA

(to CINDY)

This is a different Google drive from the office one. Save it to the desktop.

CINDY

Will you try it again?

LENA

It's shared with you. Try it again.

CINDY

Oh my God. I'm sorry.

CAROL

I'm on hold. I could be on hold forever.

(office sounds segue: hum of voices/machines)

(October 16, 2014 - dramaturgy reference)

LENA

(on phone with Matt)

Same thing, it says I'm not connected to the... I can print. So when I go to ... I went to the device manager and it wasn't there....Gotcha...OK...Yup. No. When I went to print something I got it to print, but when I went to scan it said check the connection.... I don't know how that keeps coming up. I keep trying to delete that. Do you want me to put one in the trash and see what happens?

(silence as she holds for MATT, THE IT CONSULTANT)

(TO ERIK)

I think we can solve world peace before we can solve printing and scanning. I feel like such an idiot.

(silence as she continues to hold)

(TO MATT, THE IT CONSULTANT)  
It just said check connection. Now it's taking it in.

LENA  
(to MATT, THE IT CONSULTANT)  
I can control it from the computer but I can't control it from the printer. But how weird is that?...Yup...Do I get any financial credit for stumping the IT guy? ... I have no idea. This has reduced me to idiot status. It's just like unbelievable.

(TO ERIK)  
Erik, do you want to speak to Matt?

ERIK  
(on phone with Matt)  
Those are all the issues that I know about.  
(ERIK hangs up)  
(to LENA)  
He HAS been much better about responding though.

(office sounds segue: hum of voices/machines)

LENA  
(to CINDY)  
You didn't cheat at all? You should go to the one he went to originally, Food Addicts Anonymous.

(BANK TECH GUY enters and goes to RHONDA's cube)

BANK TECH GUY  
I checked on my GPS and it took me 45 minutes to go 2.16 miles....

(BANK TECH GUY begins to install new check scanning machine and types at RHONDA's computer. RHONDA stands behind him. They both wait, watching the computer screen as it processes.)

RHONDA  
It had some updating to do. The computer's been slow ever since that update. VERY slow.

DIANE  
You didn't get those updates this morning?

RHONDA

It was just spinning, like this, then it let me on.

(office sounds segue: hum of voices/machines)

DIANE

The scary part was that nurse on that flight—

RHONDA

One hundred and thirty-two passengers, and she wasn't supposed to fly.

DIANE

Did you hear about the dog that got it?

(BANK TECH GUY and RHONDA continue to wait,  
watching the computer process)

BANK TECH GUY

The short weeks feel so long. Although you do the same amount of work you do in five days in four days. You always pay for that day off.

(office sounds segue: hum of voices/machines The  
computer finally finishes processing.)

BANK TECH GUY

This'll be the new screen that you see. It's a little bit different but the functionality is the same. You'll see that box pop up...and if it stays you can just close it. This is the change. If you want to go ahead and try it, I'll walk you through the rest.

RHONDA

So I enter it here?

BANK TECH GUY

Yes.

RHONDA

Oh, that's great!

BANK TECH GUY

'Cause it doesn't say the account, that's OK. They'll fix

it. You click on it and say open existing to add a deposit.  
If you have any problems, you've got my contact information.

RHONDA

Thank you.

BANK TECH GUY

Hopefully that will make it better for you.

RHONDA

It should!

(office sounds segue: hum of voices/machines)

CAROL

I had a full lunch and I'm just LOOKING for something to eat!

(office sounds segue: hum of voices/machines)

LENA

(on phone with her mother)

...I can walk you through it, but I don't understand... When you said you plugged it into the router... if you plug that into the wall...what does the directions say?...

(TEST HUMAN/PARTICIPANT-OBSERVER pushes button to turn off her computer and a message box appears)

TEST HUMAN/PARTICIPANT-OBSERVER'S  
COMPUTER MONITOR

"Please do not power off your computer. Your computer is installing 10 of 15 updates."

(office sounds segue: hum of voices/machines)  
(October 21, 2014 - dramaturgy reference)  
(TEST HUMAN/PARTICIPANT-OBSERVER turns on her computer. A computer pop-up message box appears)

TEST HUMAN/PARTICIPANT-OBSERVER'S  
MONITOR

Preparing to configure windows. Do not turn off your computer.  
Configuring windows 92% complete.

(office sounds segue: hum of voices/machines)

LENA

It's so funny. Both of Test Human/Participant-Observer's emails came through on my computer and not on my phone.

(office sounds segue: hum of voices/machines)

LENA

Matt was here working on the scanning. Every time we did it, my license photo came up. And I couldn't get it out of its memory. It was driving me crazy. And then yesterday I went to get my license and it was missing. So I was trying to remember when I scanned it. Then I remembered the Ford dealership!

(office sounds segue: hum of voices/machines)

LENA

(to ERIK)

How can I get one Excell screen and then open another?

ERIK

You have to... (unintelligible)

LENA

I did that but it just gives me the same one that's open.

ERIK

It's tricky to do. I have trouble with it.

(ERIK comes over into LENA's cube)

LENA

If I click on it –

(office sounds segue: hum of voices/machines)

(LENA IS SITTING AT DIANE'S DESK)

That is so weird.

(office sounds segue: hum of voices/machines)

(sound of popcorn popping)

LENA

Want popcorn? ... .. Ned will have some. Ned will eat

anything.

(office sounds segue: hum of voices/machines)  
(October 30, 2014 - dramaturgy reference)  
DIANE has asked TEST HUMAN/PARTICIPANT-OBSERVER  
to look at something in Quickbooks. TEST HUMAN/  
PARTICIPANT-OBSERVER clicks to open Quick  
books on her monitor, as DIANE peers over her  
shoulder.)

TEST HUMAN/PARTICIPANT-OBSERVER'S  
MONITOR:

Cannot open Quickbooks.

DIANE

Oh, you're in the wrong Quickbooks. See that how it has  
two of those in the name? That's the wrong one. We've had  
computer issues. It took us from 10:30 am yesterday until  
10:45 today to run the bills. I was on the phone with the  
computer tech.

TEST HUMAN/PARTICIPANT-OBSERVER

Which one?

DIANE

Joe, from The Service Program. He worked until 5:30 pm  
yesterday. We ran the bills and Rhonda notices that  
everything was duplicated. Luckily he had backed up  
Quickbooks and The Service Program, so he could restore  
them. So we ran them again. Then the price was too low, so  
we knew a lot was missing. So we printed them again this  
morning, and the items for the trash liners were missing.  
So we have to do it manually. And he doesn't know why. He  
has NO idea why it happens. When he backed up the system,  
he ran it on his own system and it worked out fine. So he's  
guessing it's the network. But then again, it could be  
Quickbooks. And Maury's having trouble with his wireless,  
but it's better now because Alex did something. Matt's  
coming in tomorrow to work on it.

(TEST HUMAN/PARTICIPANT-OBSERVER opens the  
correct version of Quickbooks.)

TEST HUMAN/PARTICIPANT-OBSERVER'S

MONITOR:

Maintenance Alert!

(TEST HUMAN/PARTICIPANT-OBSERVER checks Outlook Express for a response to an email she sent to an ADP email address that CT gave to her as the for the Flex Spending plan that has just been established with Harvard Pilgrim Healthcare)

TEST HUMAN/PARTICIPANT-OBSERVER

(email text)

Dear April,

I am writing concerning Corporate Cleaning (MWY New England) having recently set up a flex spending deduction.

Can you tell me how this works?

Looking at our first week of payroll, all I see is that the amount has been deducted from employees' checks.

For instance:

What happens to the cash deducted from the employees check?

Does ADP at some point deposit the money to a special account?

Or is the cash left in our bank account?

What account should I set up in our chart of accounts to keep track of employee deductions/contributions?

How are the medical expenses actually paid?

How is the total an employee has incurred tracked?

Can you point me to any ADP information about our particular flex spending account?

Thank you,

Test Human/Participant-Observer

Corporate Cleaning accountant

(TEST HUMAN/PARTICIPANT-OBSERVER clicks on ADP reply in OUTLOOK EXPRESS INBOX)

TEST HUMAN/PARTICIPANT-OBSERVER'S  
MONITOR

This is a secure, encrypted message.

To view this secure message:

Open the attachment (message\_zdm.html) and follow the instructions.

Need Help?

(TEST HUMAN/PARTICIPANT-OBSERVER clicks on the icon in the email and this message appears)

TEST HUMAN/PARTICIPANT-OBSERVER'S  
MONITOR

! you should only receive preview files from a trustworthy source.

Previewing the file may not show the full content of the file. To see the most complete, up-to-date content, open the file.

{BUTTON} PREVIEW FILE

[checkmark] Always warn before previewing this type of file.

(TEST HUMAN/PARTICIPANT-OBSERVER clicks on "PREVIEW FILE" button)

Some pictures have been blocked to help prevent the sender from identifying your computer. Open this item to view the pictures. Automated data process.

[button] READ MESSAGE

Click READ MESSAGE to open this secure email. (New users may need to verify their email address.) If you do not see or cannot click the READ MESSAGE button: Forward your original message and its attachment to 2dm@vxn.voltage.com and check in box for a link to view it.

Need Help? [link]

Disclaimer: This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they were addressed. If you have received this in error please return to sender.

(TEST HUMAN/PARTICIPANT-OBSERVER clicks on "READ MESSAGE" button)

X (X in red box): ADP SecureMail Error

There was a problem servicing your request. Please try again later.

Click here for additional information. {link}

Error code 23

Email encryption provided by Voltage SecureMail. Learn more [link]

(TEST HUMAN/PARTICIPANT-OBSERVER clicks on "learn more" link)

Reading Voltage SecureMail with Popular Email Applications Contents:

- Gmail
- Outlook.com
- Yahoo! Mail
- Mobile Devices
- Other Email Applications

## Gmail

Note: The message\_zdm.html attachment does not open correctly when you open it as a Google document.

To read a secure message using Gmail:

1. In your Gmail Inbox, open the secure message.
2. Click or tap the message\_zdm.html attachment to open the attachment in your browser. Note that you might need to scroll to the bottom of the message to see the attachment.
3. Click or tap Click to Read Message.

If you see a message that you are submitting information to an external page, click or tap OK to dismiss the message.

4. Follow the steps to enter your secure mail login information and display the secure message.

## Outlook.com

Although Outlook.com downloads the message\_zdm.html attachment and displays it below the message body, the Click to Read Message button within the inline attachment is disabled.

To read a secure message using Outlook.com:

1. In your Outlook.com Inbox, open the secure message.
2. Click or tap the message\_zdm.html attachment in the message header to display the dialog box to open or save the file.
3. Open the attachment in your browser.
4. Click or tap Click to Read Message.
5. Follow the steps to enter your secure mail login information and display the secure message.

## Yahoo! Mail

In most cases, Yahoo! Mail downloads the message\_zdm.html attachment and displays it below the message body. To read your secure message with Yahoo! Mail, click or tap Click to Read Message within the inline attachment. If a warning message displays, stating that you are about to send information to someone other than Yahoo, click OK to dismiss the message. A new browser window displays, where you can sign in and read your message.

In some cases, the inline attachment does not display correctly or the Click to Read Message button does not work. If this occurs, use the following procedure to read a secure message with Yahoo! Mail:

1. Click or tap the message\_zdm.html attachment in the message header to display the dialog box to open or save the file.
2. Open the attachment in your browser.
3. Click or tap Click to Read Message.

4. Follow the steps to enter your secure mail login information and display the secure message.

#### Mobile Devices

To read a secure message from a mobile device, download the Mobile Application.

#### Other Email Applications

To read a secure message from another email application:

1. Click or tap the message\_zdm.html attachment to open it in a browser.

2. On the page that displays, click or tap Click to Read Message.

3. Perform one of the following:

- If you have an account, verify or enter your email address and password, then click or tap Sign In.
- If you do not have an account, you can enter your information to create one.

After you are logged in, the secure message displays in the browser.

#### TEST HUMAN/PARTICIPANT-OBSERVER

(email text to APRIL at APD)

Dear April,

There was an error in the voltage secure message.

I do not want to receive an encrypted information.

I want to receive generalized information about how the flex spending system is processed by ADP, and what general ledger accounts PCS should use to account for it.

Please do not send another encrypted email.

Please send hardcopy information in the mail, to my attention.

Thank you,

Test Human/Participant-Observer

(office sounds segue: hum of voices/machines)

(October 31, 2014 - dramaturgy reference)

#### RHONDA

We had to run the bills again, after we checked them to have all the right terms in.

#### ERIK

(over intercom)

Will everyone please get out of The Service Program?

Was Matt here today?

ERIK

No.

DIANE

So everybody's out?

ERIK

Yes.

TEST HUMAN/PARTICIPANT-OBSERVER,  
CINDY, DIANE, RHONDA ALL RESPOND.

So Diane, would you sync them?

ERIK

Takes about 15, 20 minutes.

DIANE

So after that we'll check and see. Diane, you didn't eat your lunch yet?

ERIK

I didn't have a chance...

DIANE

(twenty minutes passes)  
(ERIK goes to CINDY'S cubicle.)

Is the password "clean"?

ERIK

Yeah.

CINDY

Here it is! It's back! It's fixed. Look at that. I fixed it without them. When I clicked on the customer, it was blank. So I synced again and it's fixed. Rhonda, do you want to see if you can do an invoice now?  
(long pause)

ERIK

Yes. I can do it.

RHONDA

ERIK

Good to go.

CINDY

Thank you!

ERIK

Once in a while, when one customer's missing, it's probably the same issue. Sync it.

ERIK

(makes call to AT&T)

AT&T AUTOATTENDANT

...applications right on the directory... For billing questions or issues press 3. For balance and payments press 4... to make payment arrangements press 5... For return to the main menu press 9. Your account is currently paid in full. Payment menu...

ERIK

Wow. I already forgot what button to press.

(ERIK presses a button on his phone)

AT&T CUSTOMER SERVICE  
REPRESENTATIVE

How may I help you?

ERIK

Hi. There was a mistake on my bill.

AT&T CUSTOMER SERVICE  
REPRESENTATIVE

Are you calling in references to 6179083258?

ERIK

Yes.

AT&T CUSTOMER SERVICE  
REPRESENTATIVE

And who am I speaking to?

ERIK

Erik Gangitano.

(aside to TEST HUMAN/PARTICIPANT-OBSERVER)

Why do they have to verify it twice???

AT&T CUSTOMER SERVICE

REPRESENTATIVE

Alright, 10/24 is the bill that you have questions about.

ERIK

Yes. How's the weather where you are?

AT&T CUSTOMER SERVICE

REPRESENTATIVE

So, I'm looking at your billing statement. Charges 491.40. I think there were some adjustments that were processed. There is a credit of 121 dollars and 8 cents. So there seems...

ERIK

Just let me know when you're ready for my question.

AT&T CUSTOMER SERVICE

REPRESENTATIVE

OK.

ERIK

OK, if you look on page three, bottom left side of the bill. See where it says one time termination fee? I already paid that with a credit card, and then you charged me again.

AT&T CUSTOMER SERVICE

REPRESENTATIVE

The payment you made was September 9, 331 dollars and 9 cents.

ERIK

I don't understand your question.

AT&T CUSTOMER SERVICE

REPRESENTATIVE

Are you referring to payment we received for 331 dollars and 9 cents?

ERIK

No. I'm referring to a payment for 150 dollars.

AT&T CUSTOMER SERVICE  
REPRESENTATIVE

How did you make the payment for 150 dollars?

ERIK

On my credit card.

AT&T CUSTOMER SERVICE  
REPRESENTATIVE

When did you pay it, because I am not seeing it.

ERIK

E: You need the exact date? I think it was around the 12th.

AT&T CUSTOMER SERVICE  
REPRESENTATIVE

On our record there is no payment posted on the 12th. On August 26 you paid 209 dollars and 80 cents which settled your August bill. Then last September you paid 331 dollars and 9 cents which settled your September bill. I don't see any payment for \$150.

ERIK

I know I made it so hold on, I'm just going to look on American Express. Do you see anything about my contract terminating?

AT&T CUSTOMER SERVICE  
REPRESENTATIVE

(pause and typing sound)

ERIK

(to TEST HUMAN/PARTICIPANT-OBSERVER)

Pain in the ass.

AT&T CUSTOMER SERVICE  
REPRESENTATIVE

Service was cancelled on September 9th.

ERIK

What?

AT&T CUSTOMER SERVICE  
REPRESENTATIVE

Service was cancelled on September 9th.

ERIK

And that same day I paid it.

AT&T CUSTOMER SERVICE  
REPRESENTATIVE

September 9th...

ERIK

(checks his American express statements on his iPhone)  
(to himself)

Oh my god, this is so annoying.

TEST HUMAN/PARTICIPANT-OBSERVER

Did you find it in your American Express?

ERIK

You have to do it one page at a time.

AT&T CUSTOMER SERVICE  
REPRESENTATIVE

Let me verify something here. You didn't cancel it at all. You purchased a new phone. You upgraded the phone on the 19th. You should not be billed. The service got cancelled on the 9th. You upgraded in less than 60 days. So you should be eligible. I'll discuss this with the supervisor. You can put me on speaker phone while I speak to my supervisor so you can do other things. Expect a silence but don't hang up. Thank you.

ERIK

(whispering to TEST HUMAN/PARTICIPANT-OBSERVER)

I think they can hear you when you're on hold. So now I should search AT&T... I can't find it on American Express. Let me try Citizen's.

(ERIK sighs)

What an annoyance. I love when they just hit your account with things. Let's see... What's really funny is, I can't find the payment. I sat here and read my credit card number over

the phone and they processed it....I have so many friggin' cards. Maybe it was on Capital One? I think it was on American Express...

LOZELL:

(from across the room)

I might be Rick James again...

ERIK

Lozell's a happy guy.

TEST HUMAN/PARTICIPANT-OBSERVER

Because it's Halloween?

ERIK

No, he's just a happy person. Hmmm.... I don't think they charged me.

AT&T CUSTOMER SERVICE

REPRESENTATIVE

(sound of typing)

Please continue to hold, Erik. Me and my supervisor is working on this to see if we can straighten this out. Thank you for your patience.

ERIK

E: No problem.

(to TEST HUMAN/PARTICIPANT-OBSERVER)

What do I have to do anyway?

AT&T CUSTOMER SERVICE

REPRESENTATIVE

What I think that they did, so you could be eligible for the Iphone6, the manager tried to reverse...that's why you were able to upgrade to the iphone6.

ERIK

Check if you can find a payment for 167 dollars.

AT&T CUSTOMER SERVICE

REPRESENTATIVE

167?

ERIK

.25.

AT&T CUSTOMER SERVICE  
REPRESENTATIVE

(long pause)

Alright, Yes Erik, I was able to figure out your bill here, your new balance for October, including the termination fee, is 441 dollars...I see you made payment of 167 dollars and 25 cents to offset the termination fee.

ERIK

So it was credited.

AT&T CUSTOMER SERVICE  
REPRESENTATIVE

It was offset off your October bill.

ERIK

Why did I pay \$167.25 instead of \$150?

AT&T CUSTOMER SERVICE  
REPRESENTATIVE

Taxes and surcharges.

ERIK

Taxes on a termination fee?... So why is my bill \$324? It's a lot higher than it usually is.

AT&T CUSTOMER SERVICE  
REPRESENTATIVE

There is also a charge for the upgrade of \$40 on top of the termination fee of \$150?

ERIK

But it still seems high, even after I subtract that off.

AT&T CUSTOMER SERVICE  
REPRESENTATIVE

I'm checking each breakdown charge. You didn't make any changes on this account?

ERIK

No. It's 1,400 minutes.

AT&T CUSTOMER SERVICE  
REPRESENTATIVE

You have three lines. You owe \$491.49. It seems that all the charges are accurate. Your normal bill is 284 to 280 dollars. Prior to that you paid 209 dollars and 84 cents. So let me find out why you just owed 209.84. I think it's because of the line ending in 3285. Before you were paying 9.99 for that line. After you upgraded you are now paying an extra \$30. Let me also check the other line, 0828, that changed.

ERIK

Why did that change?

AT&T CUSTOMER SERVICE  
REPRESENTATIVE

OK, so I think I figured that out. Erik, on the most recent bill there is also an upgrade fee for 0828.

ERIK

But if we compare it to two months ago. The bill shouldn't be higher by more than \$30.

AT&T CUSTOMER SERVICE  
REPRESENTATIVE

There was an upgrade fee for 0122.

ERIK

Oh. I get it now. Because 3285 took that upgrade.

AT&T CUSTOMER SERVICE  
REPRESENTATIVE

So you took a shared upgrade.

ERIK

They told me it was eligible for upgrade but it wasn't. But they used 0122 without telling me. Then when I went to upgrade 0122 I couldn't. So I was upset and I called and wanted it credited off my bill.

AT&T CUSTOMER SERVICE  
REPRESENTATIVE

If you look at your most recent bill, item 567, it looks like they already adjusted the other charge. For the phone 0828 on page 4 of your bill, on the one-time charges section, they credited an upgrade fee on Item 5.

ERIK

But they charged it again on Item 7. When I bought the phones at the Apple store, they said call AT&T, you've been a long-time customer, and they should credit you. Do you know how many years I've been a customer and paid my bills every month?

AT&T CUSTOMER SERVICE

REPRESENTATIVE

That's my best recommendation regarding this upgrade fee, you can get in touch with your company's HR and they can do a business discount agreement....

ERIK

My time is worth more than 40 dollars. Is there any way I can lower my charges?

AT&T CUSTOMER SERVICE

REPRESENTATIVE

You just renewed your contract on all three lines.

ERIK

I think there might be a better plan for me though.

AT&T CUSTOMER SERVICE

REPRESENTATIVE

(pause)

Thank you for patiently waiting, Erik, I've checked your minutes and usage. Your 1,400 minutes is one of the grandfathered plans.

ERIK

But I could go to less minutes.

AT&T CUSTOMER SERVICE

REPRESENTATIVE

That's a very good question, but we no longer offer that.

ERIK

E: So I'm stuck with 1,400 minutes.

AT&T CUSTOMER SERVICE

REPRESENTATIVE

Yes.

ERIK

So I think I'll switch to Sprint, 50 dollars for unlimited everything.

AT&T CUSTOMER SERVICE  
REPRESENTATIVE

Will there be anything else before I end the call?

ERIK

No.

AT&T CUSTOMER SERVICE  
REPRESENTATIVE

Enjoy the rest of your day.  
(hangs up)

ERIK

(to TEST HUMAN/PARTICIPANT-OBSERVER)

So I'm stuck.

TEST HUMAN/PARTICIPANT-OBSERVER  
That was a long call.

ERIK

Can you imagine? Just to get nowhere.

(office sounds segue: hum of voices/machines)  
(November 4, 2014 - dramaturgy reference)

ERIK

(to RHONDA)

When you get time today, Rhonda, can you log on to The Service Program chat. Tell them "getting Active X error when I log on, it's not showing the sync with QuickBooks" and they'll just take over your computer and fix it.

DIANE

Mine synced.

(DIANE goes to the ladies room)

ERIK

(calling across to LENA from DIANE's work station)

All the d-ah-ta was verified this morning.

LENA

I have to stick up for Diane. I think you'll find a lot of people say D-ah-ta.

(office sounds segue: hum of voices/machines)

LENA

There's something with the internet in here. It goes bing bing bing bing bing...

CAROL

Maury was having problems with it, so I called Matt and he said it's probably this part needs to be replaced, seventy dollars. He probably forgot.

ERIK

Sometimes I'll drive out of here and [then] I'll get all the emails.

CAROL

That was happening to Maury too.

(office sounds segue: hum of voices/machines)  
(November 6, 2014 - dramaturgy reference)

(LENA and ERIK are in RHONDA's cubicle looking over her shoulder)

LENA

Matt says they should take it off your computer and reinstall it entirely. The Service Program spent three hours on it yesterday. Matt was here yesterday. They said they needed the admin password to get onto the server. Matt said "Why?" They made it worse for her. She can't invoice at all now.

ERIK

They installed the wrong version of it? Because that was upgraded too.

LENA

(to RHONDA)

Go on now and get somebody.

(to ERIK)

I said to him specifically, if I email you will you give me

an email to get back to you directly, and he said yes.

ERIK

They're so sneaky! But everything else about The Service Program is working?

LENA

Now it's not. Nothing is working.

ERIK

It's not that I don't believe you. But can you go to invoicing?

LENA

(laughs)

"It's not that I don't believe you!"

RHONDA

(she is on chat forum)

Now I'm sitting on the phone with him.

ERIK

(to RHONDA)

So you've done those invoices, but you can't go over to Quickbooks? It's that Quickbooks connector thing.

(to LENA]

Whatever version she has, I bet it's the wrong one.

LENA

But that problem they could fix. They need to do the Service Program and the QECD thing, and do the correct version.

ERIK

What's funny is, I think we already paid for the upgrade.

LENA

Of course we did. And they say we did.

ERIK

(to RHONDA)

And is this a stupid question. But your Quickbooks has definitely been upgraded to 15?

RHONDA

Yes.

LENA

And put that John is working on this.  
(referring to the chat that RHONDA has  
initiated)

RHONDA

It's Joel.

ERIK

He's actually pretty good.

RHONDA

But he was confused yesterday.

LENA

It's a pretty simply process of what you have to look for,  
it's always the connector. That's the only place it can  
be. So that's what they have to look for. It doesn't make  
sense--- for three hours.

ERIK

What's three hours? That's the first thing they should have  
tried. ... Did they fix that ActiveX error?

LENA

No, that was the whole thing. They think they have to make a  
new admin on the server.

ERIK

And I have gotten good enough at the program that I can  
tell them what the problem is... It's really funny because  
Quickbooks, they have all these apps that connect to  
it---but it's not easy...

RHONDA

Sometimes when you get the message, you can re-open and it  
works.

ERIK

You probably want to kill me, because I told you to fix it.

LENA

How do you know that we don't want Rhonda to update from

Quickbooks? He said you go to the tab and sync it?

RHONDA

He said, are all the computers not working? I said no.

ERIK

Yeah, like we've been at a standstill for months!!!  
(they are all continuing to waiting on the chat forum)

LENA

(referring to salesman who is overseeing an  
envelope folder machine)

He's telling me what to do, and he said, "Bring me up to speed." And I said, "No, you bring yourself up to speed. Maury was like, Lena! He was so embarrassed. No, you bring yourself up to speed. We're buying an envelope folder!!

ERIK

We're talking about a machine that folds paper...

RHONDA

[Oh!]

(The Service Program chat forum responds)

LENA

Say, "Is Joel there? He is working on it."

(sound of RHONDA typing)

RHONDA

(speaking as she types answers to questions  
from chat tech)

Yesterday... I'm losing track.

(waits for response. to LENA AND ERIK)

Tuesday when I first got on chat, I said "I'm leaving to go home, can I dial in in the morning?" He said, "Lucky you." He sounded so depressed.

ERIK

(looking over RHONDA's shoulder at the chat)

It says "he's working with someone else, this is Jason. Can I help?"

LENA

Why don't you say, "can you talk to Joel. Joel spent three

hours on it yesterday" and...say to him, "too much to type"  
and say to him "call 617-787-5857."

RHONDA

ooohhh....

(a photo of a chat tech person JOHN popped up  
on her monitor)

ERIK

You've got John on the mind?

LENA

Just pick up the fucking phone and call.

(reading chat tech JASON's text]

"I'm on the phone multi-tasking. I have read the log."

(TO RHONDA)

Just say "Now I can't invoice at all." Say I'll connect on!  
When the other screen comes up, say the easiest thing would  
be for you to uninstall and reinstall. We've been going  
through this shit for so long.

ERIK

Help me, Rhonda! Help, help me Rhonda!

(everyone starts singing Help me, Rhonda)

RHONDA

He downloaded something yesterday, but I guess it didn't  
work.

LENA

You're multi-tasking...and you're going to get into our  
computer? That makes me feel really....

RHONDA

It went black.

LENA

I was going to say, once it goes black, you never go back!

ERIK

(to RHONDA)

Want me to take over?

(ERIK sits down and starts typing, reading as  
he types)

The issue happens when we go to post an invoice--right

Rhonda?

(RHONDA stands behind ERIK, and sets a doughnut down on her desk next to him.)

ERIK

Oh my God, what the hell is that???

RHONDA

It's an oil-fried donut. I was working on my croissant.

ERIK

Oh my God, it looks delicious.

RHONDA

It was made at a bakery near here.

LOZELL

(to ERIK, as ERIK sits waiting for chat response)

Have you seen the movie, The Neighbors? Where like the dude is ...the young kid...

ERIK

He said, did you recently update to 15? I said yes. And he said, it doesn't have it.

LENA

When they fixed what he did yesterday, he went back to the wrong version. Because she most definitely had it. No question. It said it up here.

(pointing to the monitor)

WE DID IT. He's going to fix it!!! And the other one, for three hours, couldn't fix it? But Joel went to all the developers too. He said, "I went up the line to all the developers."

ERIK

I think they shouldn't tell anyone to update. They're a company that works specifically with Quickbooks, they KNEW there was a new version, they should have...

LENA

These guys are all in some hole-in-the-wall dive somewhere, they develop it as they go along...

ERIK

They're all out in like Waltham, they have these loftspaces, and they're just sitting there at a computer with their headphones on...

LENA

How different are they from Apple, who comes out with a new IOS, and they've already had to make three corrections?

ERIK

Yeah, and they're working on 8.1.1 .

LENA

And you've seen how often mine fries out. Do you know how many times Maury's phone rings and he can't answer it? That's crazy.

RHONDA

How often does Quickbooks update?

LENA

I think once a year. But third parties should be privy so they can adjust their software. They should be all ready to go.... .... I think it happened from whatever he was doing yesterday.

ERIK

You can do all sorts of damage in three hours...

LENA

Plus all these kids are probably 15. "Joe's busy, he's having his peanut butter sandwich, and he's mad because his mother didn't give him chips..."

ERIK

(unsure if he's talking about the new marketing guy or tech guy)

I said to him, does your sister make your sandwiches? He said, "Hell, no! Why would you think that? I'm a much better cook than my sister."

(ERIK continues to wait at RHONDA's monitor for JASON to respond)

(thirty minutes passes)

ERIK

Oh look. This is a good sign. This popped up.

(Five minutes passes)

We got success!

(RHONDA applauds)

LENA

After all that from yesterday. Can you imagine?

RHONDA

I like Jason.

LENA

Three hours she couldn't work on her computer.

ERIK

(reading JASON's text)

"I am the best, but Joel disagrees." I said, please let Joel know.

LENA

The funny thing is this is what we said it was at the beginning.

ERIK

Joel just cancelled your appointment for tomorrow. He's probably mad.

(ERIK types into the chat forum)

Done.

RHONDA

Thank you!

LENA

Say to him we want our forty bucks back.

ERIK

If I would go on there I would say – we can also install a new one, it's going to cost you a couple hundred bucks, but then you wouldn't have a problem.

(office sounds segue: hum of voices/machines)

TEST HUMAN/PARTICIPANT-OBSERVER

Is this why you couldn't invoice before, Rhonda?

RHONDA

Yes. Hopefully it works now.

(office sounds segue: hum of voices/machines)

ERIK

(to Lena)

Did you lose power last night?

LENA

No. Did you?

(office sounds segue: hum of voices/machines)

LENA

Facebook is going to be putting buttons on the page for Ebola donations. Can you imagine?

ERIK

(loud empathetic sigh)

(office sounds segue: hum of voices/machines)

(ERIK stands in the doorway of the copy room)

ERIK

(in a loud, triumphant voice announcing to the entire office)

I have solved the line down the copy machine. All it was was schmutz on the copy machine. I didn't have to take it apart. Did everyone hear that?

(ERIK goes over to ALEX's desk)

Hey, Alex, that problem she gave you to solve two months ago? It's all set.

(office sounds segue: hum of voices/machines)

LENA

(to RHONDA)

Tell Erik to get them on chat. Tell them it's happening again. Let them take over her computer.

RHONDA

(types to open up to chat forum, then waits)

He must be busy. He usually doesn't take this long.

LENA

(on phone to LENA's MOTHER)

Why can't they come sooner? Are you going to go without heat for three days? Do you maybe not know how to use the thermostat? Is that the problem? So why don't you say 1 o'clock tomorrow? Are you going to be home at 1 o'clock today? OK, so between 1 and 5. So we'll come over between 1 and 1:30 and we'll show you how to use the thermostat, OK?

(office sounds segue: hum of voices/machines)

DIANE

Lena, that's Dell for you on the other line.

(office sounds segue: hum of voices/machines)  
(November 11, 2014 - dramaturgy reference)

(TEST HUMAN/PARTICIPANT-OBSERVER sits down at her computer and turns it on)

TEST HUMAN/PARTICIPANT-OBSERVER'S  
MONITOR

!New updates are available. Click to install them using Windows update

(TEST HUMAN/PARTICIPANT-OBSERVER clicks on her Quickbooks software icon)

TEST HUMAN/PARTICIPANT-OBSERVER'S  
MONITOR

Intuit. Welcome!! !An empty QuickBooks window already exists, so QuickBooks will use that window.

(TEST HUMAN/PARTICIPANT-OBSERVER clicks on OK button)

TEST HUMAN/PARTICIPANT-OBSERVER'S  
MONITOR

WARNINGS! !QuickBooks is unable to open this company file. It may have been opened by another user. You should ask that user to switch to multi-user mode so you can both use the company file at the same time. The file could also be located in a read-only network folder. If it is, ask your system

administrator to make the file accessible.

The Support site contains information about this type of error and how to resolve the issue. Go to the Support site to [view an article about the error]. If the article doesn't help you resolve the problem, contact Support for assistance.

Error codes: (-6073, -99001)

(DIANE walks into TEST HUMAN/PARTICIPANT-OBSERVER's cubicle with a document in her hand. She looks over TEST HUMAN/PARTICIPANT-OBSERVER's shoulder at TEST HUMAN/PARTICIPANT-OBSERVER'S MONITOR's error message.

DIANE

QuickBooks has been weird. It wouldn't let me close it last night.

(TEST HUMAN/PARTICIPANT-OBSERVER hits OK button)

TEST HUMAN/PARTICIPANT-OBSERVER'S  
MONITOR

QuickBooks log in

Enter a user name and password to log in to the company  
Perfection Cleaning Service, Inc.

User name [admin]

Password [>>>>>>>]

Passwords are case-sensitive.

(TEST HUMAN/PARTICIPANT-OBSERVER enters her  
passwords and hits OK button)

TEST HUMAN/PARTICIPANT-OBSERVER'S  
MONITOR

WARNING!

!Sorry, the user name or password is incorrect. Note:  
passwords are case-sensitive. If you didn't set up a  
password for your user name, leave the password field blank.

(TEST HUMAN/PARTICIPANT-OBSERVER closes the  
message box)

TEST HUMAN/PARTICIPANT-OBSERVER'S  
MONITOR

WARNINGS! !QuickBooks is unable to open this company file. It may have been opened by another user. You should ask that user to switch to multi-user mode so you can both use the company file at the same time. The file could also be located in a read-only network folder. If it is, ask your system administrator to make the file accessible.

The Support site contains information about this type of error and how to resolve the issue. Go to the Support site to [view an article about the error]. If the article doesn't help you resolve the problem, contact Support for assistance.

Error codes: (-6073, -99001)

(TEST HUMAN/PARTICIPANT-OBSERVER clicks on X to close Quickbooks software)

(TEST HUMAN/PARTICIPANT-OBSERVER'S MONITOR displays popup screens rapidly appear in succession repeating previous warning messages. Finally the software closes.)

(TEST HUMAN/PARTICIPANT-OBSERVER clicks again on the QuickBooks software icon to open software)

TEST HUMAN/PARTICIPANT-OBSERVER'S  
MONITOR

QuickBooks log in

Enter a user name and password to log in to the company  
Perfection Cleaning Service, Inc.

User name [admin]

Password [>>>>>>>>]

Passwords are case-sensitive.

(TEST HUMAN/PARTICIPANT-OBSERVER enters her  
passwords and hits OK button)

TEST HUMAN/PARTICIPANT-OBSERVER'S  
MONITOR

WARNING!

!Sorry, the user name or password is incorrect. Note:  
passwords are case-sensitive. If you didn't set up a  
password for your user name, leave the password field blank.

(TEST HUMAN/PARTICIPANT-OBSERVER closes the

popup message)

TEST HUMAN/PARTICIPANT-OBSERVER'S  
MONITOR

WARNINGS! !QuickBooks is unable to open this company file. It may have been opened by another user. You should ask that user to switch to multi-user mode so you can both use the company file at the same time. The file could also be located in a read-only network folder. If it is, ask your system administrator to make the file accessible.

The Support site contains information about this type of error and how to resolve the issue. Go to the Support site to [view an article about the error]. If the article doesn't help you resolve the problem, contact Support for assistance.

Error codes: (-6073, -99001)

(TEST HUMAN/PARTICIPANT-OBSERVER turns off the computer power to shut it down completely. She turns the power back on.)

TEST HUMAN/PARTICIPANT-OBSERVER'S  
MONITOR

(a spinning process wheel displays)

Welcome

(the wheel continues to spin)

DIANE

Are you able to get in? Oh. I am in single. I wasn't in single. Unless someone was working after I left. OK, now I'm in multi.

TEST HUMAN/PARTICIPANT-OBSERVER

Thank you.

(TEST HUMAN/PARTICIPANT-OBSERVER restarts the computer and clicks on QuickBooks software icon.)

TEST HUMAN/PARTICIPANT-OBSERVER'S  
MONITOR

(A spinning process wheel appears, continues. TEST HUMAN/PARTICIPANT-OBSERVER attempts to interrupt the process wheel hitting the "force

quit" combo, but wheel continues to spin.  
TEST HUMAN/PARTICIPANT-OBSERVER restarts the  
computer again. This time she is able to  
open the Quickbooks software. The process of  
opening the software has taken 35 minutes.)

(office sounds segue: hum of voices/machines)

(DIANE is standing in the doorway of the copy  
machine/fax/postage meter room.)

DIANE

(calls out loudly to entire office)

That line on the copy machine's finally fixed! There was gook  
on the glass. I don't know if it was glue or what. We had to  
scrape it...

(office sounds segue: hum of voices/machines)  
(November 13, 2014 - dramaturgy reference)

(ERIK has been trying to get help from The  
Service Program)

ERIK

They told me to sign up for a course.

LENA

Why can't they just give us a way to email?

ERIK

And [name unintelligible] is supposed to call me tomorrow.

LENA

What time is it in rural China?

(She checks on her iphone)

6:00 am. Time to get up!

(TEST HUMAN/PARTICIPANT-OBSERVER is working  
on why QuickBooks accounting system is out  
of balance which theoretically should be  
impossible. The balance sheet totals keep  
changing.

SHE IS MAKES AN ENTRY IN  
QUICKBOOKS.)

TEST HUMAN/PARTICIPANT-OBSERVER'S  
MONITOR

QuickBooks lets you do this, but it's not a good idea.

TEST HUMAN/PARTICIPANT-OBSERVER  
Who the fuck are they to tell me what's a good idea?!

(office sounds segue: hum of voices/machines)  
(November 18, 2015 - dramaturgy reference)

RACHEL

(to LENA)

I was like "Hey, Siri!" No response. It turned out it was in the other room. "Hey, Siri!" Only one time, because you don't want to sound crazy. My friend talks to it. "Siri, please wake me up at 7 am." I never talk to Siri.

ERIK

I say, "Siri, what's the score of the Patriot's game?"

(office sounds segue: hum of voices/machines)

LENA

(as she is looks at image on her phone of a homeless dog)  
That's got the cutest face! They sent it to us again. Why do they keep sending us the same one?

(office sounds segue: hum of voices/machines)

LENA

Remember how we were talking about a new phone system?

ALEX

They came up...

LENA

Do we have a guy we work with over there?

ALEX

No.

LENA

No rep?

ALEX

No.

(office sounds segue: hum of voices/machines)  
(November 19, 2014 - dramaturgy reference)

RHONDA

Uhhhh, my phone is not working...

LOZELL

(laughter)

(office sounds segue: hum of voices/machines)  
(November 25, 2014 - dramaturgy reference)

LENA

(reading off her screen)

"Must be updated..." What's this about? Anybody got a thing on QuickBooks? This says - what the heck? And where to I update this?

(clicking keys)

Update QuickBooks? How do I? I was just in it yesterday. And why would it say to me like, update?

DIANE

I updated yesterday.

(DIANE comes out of her cube speaking to all)

Can you guys log off QuickBooks for just a minute to see if it will bring up the message about update, and I have to see if I can get Erik's...

(DIANE goes over to ERIK's cubicle and returns to her cubicle)

I got him out.

LENA

(on telephone)

...the one thing that seems to be the common denominator, but who knows..... ... Hrtey matched both of.... ... I'm not sure. ...Goodbye. Get back to me if you...

(LENA hangs up)

OK, you guys can go back in. It wouldn't let me update without everyone being out. Weird.

RHONDA

OK.

DIANE

Now I got a QuickBooks performance update. It says it's free and it will help QuickBooks perform better.

LENA

Yeah, I got that too.

DIANE

Should I do it?

LENA

Yeah....

(sound of keyboards clicking)

LENA

Can you go in the Service Program and update inventory, cause I changed the fuel charge, and I can't do it because I don't have the license for it, I think you have to do it. Or Rhonda. Or somebody.

(She turns her attention to the new envelope stuffing and sealing machine)

See if those things are going to work too. See what happens.

(envelope machine makes noise)

Nope. And I don't know why, it's definitely wet enough. Letter/Letter /10/9. ...That's correct. It's showing it to wet it. ... I don't know... .. I'm going to email the guy.

DIANE

Just the inventory, Deb?

LENA

Yes.

(LENA is emailing the ENVELOPE MACHINE TECH GUY on her iPhone as she returns to her cube)

(moments later, ringtone sounds)

DIANE

Lena, the envelope machine guy for you.

LENA

We actually took the no-seal off to see if it would be any different and it wasn't. ... OK, we'll try that. ... No problem...

No, question, we'll get the answer...Hang on, let me just go over.....

(LENA returns and leans over the envelope machine)

So when I press on it, it does go down, but it's not staying in a down position. ....Gottcha...Yes, it definitely does go down to it's touching the water.... I see the sponge you're talking about... The only thing, if I look down into the machine are these silver plates, and those things we got replacements of, those black things..... Yup. Yup.....Yup.... Yup.... If I pull it out, it moves forward....Yup....It's got springs on the inside of it. The silver pins are round. Oh, behind it there's a letter. If I pull it forward there's like arms on it that come forward. And where are you talking about, the pins? If I look at it straight on nothing looks like it's been bent out of shape or anything... ... And what does this blue lever do? ....What's odd about it is not just it won't seal, it's also making the envelope come out flat... the flap is open. ... Yeah..... Tell me the phone number to snap the picture to. 3818. Yeah. I'll go grab the phone.

(LENA goes to her cube to get her iphone and photographs the machine, which is pulled open)

...OK, I'm sending you a picture, and actually the envelope is flat. Which makes me think it isn't a reverse envelope thing because then we'd have to redesign everything to make it come out right.... ...Our invoices...

(to RHONDA)

I want to see how the envelope...

(to ENVELOPE MACHINE TECH GUY on phone)

Wait a minute, are you talking about our address? Wait a minute, are you talking about?..... Correct....Correct.... Window to left and the flap is closed...It's not the end of the world, we have our stamp machine, we can.... Like you said, it looks so simple, we've gone through every book and every step, it just seems odd....It's always the easy things.... .... That would make sense. OK, great. Thank you.

(LENA hangs up)

RHONDA

What did he say?

LENA

That he has no idea. I think it's a reverse, but I've only

told him that five times. The picture shows it going in just like this, so if it was a reverse envelope we couldn't get the picture to look right.

RHONDA

Is it wet?

LENA

It's soaking. Even if it was that, it should be coming out in the closed position. If we can't get it over the phone, he'll come in on Monday.

DIANE

It's definitely a good thing.

LENA

It's already a huge step forward.

(TELEPHONE TECHNICIAN #1 enters the office through rear door.)

LENA

Hello... Are you here to install the system or to show us the system?

TELEPHONE TECHNICIAN #1

Mike's going to be here to show you.

(TELEPHONE TECHNICIAN #1 heads into MAURY's office. A few minutes later MAURY also goes into his office.)

MAURY

Any reason you're sitting here in the dark?

TELEPHONE TECHNICIAN #1

I didn't see the light.

LENA

Is he going to be here soon?

TELEPHONE TECHNICIAN #1

Yeah, he's close.

(TELEPHONE TECHNICIAN MIKE enters office through

rear door)

LENA

OK, person 2, let's go... Where is he?....

(ALEX, ERIK, MAURY, LENA and TELEPHONE  
TECHNICIAN MIKE go into MAURY's office to sit at  
the conference table and learn about the new  
phone system. After thirty minutes they emerge  
from MAURY's office.

TELEPHONE TECHNICIAN #1

Erik, nice to meet you... ..  
...still two of the reception phones and the rest are going  
to be?

LENA

Did you see what's going on in Fergeson???

TELEPHONE TECHNICIAN #1

and this is updated....

ERIK

Awesome.

LENA

Good.

(office sounds segue: hum of voices/machines)  
(LENA is in DIANE's cube eating a chocolate)

LENA

We shouldn't even be talking about this, we should just be  
moaning---

RHONDA

It seems really funny that nuns would be making this  
orgasmic chocolate...

LENA

Yeah... Not only is it delicious, it's blessed! I'm going to  
convert to Christianity!

(office sounds segue: hum of voices/machines)  
(LENA is standing behind ERIK, as he sits at

RHONDA's monitor signed onto a chat forum)

LENA

Put "we're in the middle of monthly billing. Put this is the second time this has happened."

ERIK

So it's not....

LENA

It's posting the contracts and not the supplies. And this is within The Service Program. This is a problem in their system that has nothing to do with QuickBooks.

ERIK

Fuck!

DIANE

He's going to say, back it up.

LENA

What's he going to back it up from? I changed the fuel description and the amounts.

ERIK

But that should make any difference. I don't... this takes ten minutes...  
[unintelligible].....backlash...riot....

LENA

The only thing we've done so far is fix the description. It's not really doing anything.

ERIK

See that last posting date? See how some of them are 12/1? Do you think it posted twice?

LENA

Those are the ones we had to fix.

ERIK

(reading off the screen)  
"Stopped running"

LENA

If we stopped that and tried to do it again?

ERIK

But how do you stop it?

RHONDA

Yeah. Well it looks like this one skipped...

LENA

Based on route tickets? I don't even have that...

RHONDA

I don't think we touched that....

(ERIK, LENA and RHONDA are huddled around  
RHONDA's monitor]

RHONDA

See this one here?

ERIK

Why did we put 12/1 there?

LENA

We didn't know what to put....

ERIK

I want to say it should be today's date.

LENA

What would that change? It's just the day you're doing it.  
It's so weird that none of us have that in our notes...

ERIK

Do you know what was in here?

LENA

Today's date. So you think that's what did it?

ERIK

I wonder what would happen if you hit control....

LENA

Lena: Is that still spinning? Oh! It just said "posting  
complete"! It took that long.

DIANE

Did it go through?

ERIK

Yeah, it did. Look at all the dates. That took over an hour.

LENA

So now we don't know what the 12/1 changed. So now what we have to do is check on the route. We should look – can we sort that so we can actually look at that before you move them over to QuickBooks?

RHONDA

I guess it's doing it now.

ERIK

So if you scroll down, Rhonda, the supplies are there?

(DIANE, LENA, ERIK AND RHONDA are all looking  
at RHONDA's monitor)  
(burst of laughter from all of them)

LENA

But now... trashbags are in there, but what... alright... so it looks like...

ERIK

They're totally right.

LENA

So enter date range we do two months prior to date...

(reading from her notes)

"right click on total column to filter small to large." So that should say... We should have it at zero.

ERIK

She's going to delete.

LENA

(continuing to read from her notes)

"...the second line comes to zero, and hit reset." So I think you can click...

DIANE

Oh. I can't, look, it's still trying to disconnect.

ERIK

Any other zeros?

DIANE

Why are they...?

LENA

Why are they... Someone did something clicking on something to make them all zero... Something happened. Because this had...

(ERIK, DIANE AND LENA huddle over the monitor)

ERIK

Hmmmmmm....

LENA

I wonder if it came out in the right order because I had to resort them?

(office sounds segue: hum of voices/machines)

TEST HUMAN/PARTICIPANT-OBSERVER'S  
MONITOR

!Install your free QuickBooks performance update!

(office sounds segue: hum of voices/machines)  
(November 26, 2014 - dramaturgy reference)

ERIK

(on phone with Biggest Customer, BOB)

.....I even got a text from somebody else in the meantime.  
That's going to drive me crazy. Bob?...Bob? Bob?

(ERIK hangs up)

(to TEST HUMAN/PARTICIPANT-OBSERVER)

This is our biggest customer. Our biggest customer can't text or call me on my phone. He says it goes straight to voicemail. He wants it to ring.

TEST HUMAN/PARTICIPANT-OBSERVER

Is it a problem with your phone?

ERIK

I don't know if it's my phone or his. So I don't know what to do about it. I guess I've got to call AT&T. How annoying. ... ..

(ERIK interacts with his iPhone)

Oh! Maybe that's it!

(ERIK thumbs phone. Sound of ERIK's phone ringing...rock music sound byte is heard. ERIK answers his phone.)

Hello? I'm sorry? Oh yes, how are you doing?... .. Would it be OK if I called you back, I'm in the middle of something.

(ERIK hangs up)

UCHGHHD

(loud sigh)

I don't want to deal with this guy. OK.

(ERIK looks back down at his iPhone, thumbing it)

(ERIK reads from his iPhone)

"Block List"....

(to TEST HUMAN/PARTICIPANT-OBSERVER)

At the end are you going to give me the results of my time spent on technology? Because it really IS significant...To me this is a big deal, because he could call or text me for JCHE and he thinks I'm a schmuck because I don't get back to him..... ....

(ERIK continues to thumb iPhone)

I just figured it out. He's somehow on my "block list".

(intently thumbing iPhone)

(ERIK's desktop landline phone rings. ERIK answers with iPhone still in hand.)

78perfection, this is Erik. ... I fixed it! Phew! ..... Aww... I thought it was going to drive me crazy. Wow. I'm glad we found this, because there are definitely some people I'd like to block, but not my biggest customer.... .. Did you know the phone could do that? Could put people on block? I don't know how it happened. I didn't block you. But there was your name right there, Bob Ranier, on the list.

(ERIK hangs up)

LOZELL

(calling from across the room)

You blocked him?

ERIK

He was on my blocked caller list. I definitely didn't put him there, but somehow he got there!

(office sounds segue: hum of voices/machines)

(ERIK is walking around by DIANE's cubicle)

ERIK

I'm going to stay away from the chocolate boxes...

(office sounds segue: hum of voices/machines)

CINDY

I wasn't going to order nothing. [for lunch]

RHONDA

I'm not eating till I get home.

CINDY

I mean the whole office was like smelling so good.

RHONDA

That was meatloaf. I just like the sauce on top, to be honest.

(office sounds segue: hum of voices/machines)  
(December 2, 2014 - dramaturgy reference)

LENA

(to ERIK)

I got the quote from Matt.

ERIK

How much?

LENA

Two thousand, thirty seven.

ERIK

That sounds more expensive than Comcast.

(office sounds segue: hum of voices/machines)  
(RACHEL and LENA are looking at two young puppies camped out in LENA's cubicle, next to LENA's treadmill.)

LENA

Oh God, she's cleaning her butt!"

RACHEL

Oh, that's disgusting!

ERIK

Who said they don't like treats?

LENA

Spoken like a true foodaholic--

CAROL

She's definitely going to do anything for a treat.

(office sounds segue: hum of voices/machines)

LENA

(to ERIK)

...and I told her we worked on the Service Program. I was talking to her, she said it's the WORST thing, we have it. She has seventeen jobs going on. She constantly has to check if anyone's gotten the information, she says it's absolutely the WORST. First I spent all my time on that. Then the new one.

(LENA and ERIK discuss firing LOZELL)

LENA

... And I would say to him "I get it." I mean, I talked to him more than anyone in my life. And HE'S a victim. After that meeting he was so pissed!

ERIK

I couldn't believe it. I don't want to sell him short, it's sort of like, the only thing you could see...

LENA

All he had to do was take people out and wine and dine them all day long...

(office sounds segue: hum of voices/machines)

LENA

I can't believe he won the appeal.

ERIK

She said how disappointed she was in the Raven's family, how they turned on him... Isn't what the Raven's did standing by you???

RACHEL

It's not any business but her own. That's what she said.

LENA

If somehow had filmed it at their house, that would be different. He sucker punched her in PUBLIC, and someone took a picture.

RACHEL

But it's a private matter. If she doesn't want to prosecute. Your wife and your husband...two adults...I'm not saying someone shouldn't step in, but it's two adults...

ERIK

It's not like kinky sex! ... There was this, it's really a lesbian dinosaur joke, my kids saw it on-line. "What's a lickalottacuntus?" I'm like, Oh, that's just an inappropriate website..... Then giving him a spot on the Today Show??

LENA

I don't think she was pregnant...

(office sounds segue: hum of voices/machines)

[ERIK is in RHONDA's cubicle looking down at the controls of the new envelope machine. DIANE is standing by. They are sending out a large batch of letters with annual rate hikes.]

ERIK

So I think we have to make a new job.

(ERIK enters something on the machine. machine makes a sound)

That doesn't sound good! Number ten envelope? We have to Seal it? Letter?

(ERIK pushes buttons)

(envelope machine makes a sound)

DIANE

We gotta adjust it? We gotta move it up?

ERIK

Can it be?

DIANE

Can we adjust the fold? If not I'll just fold them by hand.

ERIK

What, do we need it to go up?

DIANE

Yeah. Try it.

(envelope machine makes a sound)

DIANE

No.

ERIK

...Is there a different way?

LENA

(calling over from her cubicle)

It's not folding?

ERIK

It doesn't show...what do you think if we moved.... Oh, we can't change the letters... No. I want to see the fold. OK, wait, so what if we fold it that way?

DIANE

Try it, see what happens.

(envelope machine makes a sound)

ERIK

Let's do .... seal.... Automatic....closure....It doesn't let me fold that way.

DIANE

See if it will let you move the address.

LENA

Wait a second, you can't adjust the---

ERIK

Because of the address. Next time you do it...

DIANE

Alright. I'll just hand fold them.

ERIK

For years we did hand-folding, now we have the machine...

LENA

Could we just do labels? Just put it on the windows?

ERIK

That might look a little Flintstones...

DIANE

It's only going to cover half the window.

ERIK

We don't have any PCS envelopes?

LENA

Those are the expensive ones.

ERIK

I don't think we CAN fold the letter.

DIANE

The label has to go on the CORRECT letter... Come over here. Please.

ERIK

(looking at clock over copy room door)

1:55. I'm good. I'm good. OK, we don't need this

DIANE

Are those number tens?

ERIK

Good question.

(checking envelope)

Yes, they are...

(ERIK puts stack of letters in the machine to be folded and presses buttons on the machine.)

(envelope machine makes a sound)

ERIK

Hmmmm! "Error." "Remove and replace." Oh, it's not locked.

(envelope machine makes a sound)

ERIK

(reading text displayed on machine)

"Remove and replace the documents."

DIANE

Maybe too many in there?

ERIK

Maybe.

(envelope machine makes a ominous gnashing sound)

LENA

(calling from her cubicle)

What happened?

ERIK

Jam.

DIANE

Maybe there are too many? This is thick paper.

(envelope machine sound... envelope machine sound...)

ERIK

Alright. Didn't seal, but that's because of the one-time.

DIANE

So we need to keep these in order. So that the labels go on the right one.

(ERIK messing with the machine)

(sound of machine folding letters. ERIK and

DIANE stand over the machine watching.)

DIANE

Are those in right?

(machine sound continues rythmically)

ERIK

I love this machine! It's so fast.

(Machine sounds, letters comes spilling off machine)

ERIK

Shit!!!

DIANE

Do you know where they go?

ERIK

Son of a bitch. ... Hold it.

(ERIK holds sealed envelope up to the light)

D0105.

DIANE

You can see that?

ERIK

Oh Jesus.

DIANE

Too bad that tray didn't like--

ERIK

Lock. Look at it. It sits IN it. We've been doing it wrong the whole time.

(ERIK starts machine again, it continues, then stops because they are feeding in small amounts of letters so it won't jam)

DIANE

(Giving Erik more letters to load)

It's easier!

ERIK

It sure is!

DIANE

It's like a new toy in the office....

(Envelope machine sound resumes, finished stuffing the last batch. Now the envelopes have to be sealed.)

ERIK

So now you have to switch the order. I'm not good at putting in envelopes, just put them on top?

DIANE

Yes. You can't put too many in or it will jam. You know we do need to call them, they said....

ERIK

(reading machine controls)

"Double document in feeder one."

DIANE

This is pulling two of them.

(loud ominous gnashing machine sound)

DIANE

Why is it pulling them all?

ERIK

I don't know. Oh. That's why.

(loud machine jamming sound)

DIANE

Why is it pulling them all?

LENA

(from her cubicle)

What's going on?

DIANE

It's like pulling ten at once.

LENA

You have to unlock it.

DIANE

We did!

(ERIK opens up the machine)

ERIK

Ah! I knew there was going to be an envelope in there...

(reading machine display)

"check set exit for double document"

(machine sound resumes and repeats rythmically)

ERIC

Ok! Come on!!

(ERIK and DIANE watch as the machine folds letters. It finishes.)

ERIK

OK....

[ERIK sorts envelopes in reverse order from how they came out.)

DIANE

Again?

ERIK

Yeah.

DIANE

Paper's thick.

(machine suddenly stops)

ERIK

I bet there's an envelope stuck.

DIANE

Again?

(ERIK messes with the machine, sounds of moving parts)

ERIK  
(reading machine display)  
"Set page in."

DIANE  
Want to take a few out?

ERIK  
I don't get it. It's such a thin pile.  
(ERIK pulls envelopes out of the machine tray)  
  
(sound of machine resuming and repetitiously  
working)

DIANE  
Getting there.

ERIK  
With an hour and twenty minutes left to go, Diane says,  
"Getting there."

(machine jamming sound)

ERIK  
I had a feeling...

DIANE  
Too many?

ERIK  
Yeah....

DIANE  
Maybe we need to order thinner paper?

(machine resumes and continues)

ERIK  
I think we're in a groove....

(machine jamming sound)

DIANE  
It's pulling two. 1577. It's like it got eaten. And 1576.

(machine resumes and finishes batch)

DIANE

That's it?

ERIK

That's it. It's fast.

(ERIK puts more letters in the tray)

Last batch. Lock it and load it.

(machine sound)

DIANE

Boy was that quick!

ERIK

(laughs)

(office sounds segue: hum of voices/machines)

(December 4, 2014 - dramaturgy reference)

(ERIK and TEST HUMAN/PARTICIPANT-OBSERVER are  
in ERIK's cubicle)

ERIK

So we used to have the coffee machine that was hooked up to plumbing. So now it got cockroaches in it, so rather than clean it, Lena threw it away. So we replaced it with a cheaper one, that you have to fill like a tank now. So it only makes like three cups – it always seems to have no water in it when I have to make a cup of coffee. Yesterday CT was like, "I'll do it." We had a fucking plumber come and install it, it was a big deal, it was great, it was like a real office. Once fucking cockroach came and they threw it away. It wasn't even ours. Now they won't even deliver coffee to us any more.

The ice machine in the new refrigerator doesn't work.

Robinson submitted a complaint yesterday.

We're replacing the whole phone system. We're rewiring the whole place, and getting a new digital system. We're all going to have direct lines. We can also program it to go to my cellphone...

(office sounds segue: hum of voices/machines)

CINDY

(to ERIK)

I have the tech on the line asking me a question I can't answer.

SOFTWARE TECH #1

(over CINDY'S speaker phone)

I'm just trying to find out what she's looking for — I saw she wants that stop time.

ERIK

The route time.

SOFTWARE TECH #1

So I see, the route time to appear where?

ERIK

We want it to appear on the route ticket. So we need to make it go there, or pay you guys to make it happen.

SOFTWARE TECH #1

I can have sales get you a quote what it would entail to be incorporated.

ERIK

It seems to me it would be easy to right click and export to an excel spreadsheet...

SOFTWARE TECH #1

If it's something as simple as that they won't charge you. I'll have to talk to the developer, I'll have them reach out to you.

ERIK

That would be awesome! Thanks.

(ERIK hangs up)

So must of us didn't even know that in order to ask that question you have to know the exact terminology, or they can't answer the question.

(office sounds segue: hum of voices/machines)

LENA

Tumblr's just a photo app, right, you upload pictures?

(office sounds segue: hum of voices/machines)  
(December 5, 2014 - dramaturgy reference)

LENA

It's a common data base; it gets emails attached to it, it shares documents. But it's so complicated. It took me a whole day...

ERIK

I'm sure the other CEOs have a whole department to deal with the software itself.

LENA

But even if you look online – you have to train each person who uses it...the whole chain of people, if one person does something wrong, it's very easy to break the links...Way too much involved. It was one of the first ones out of the gate, and it has the most users, but most people hate it.

ERIK

We were always trying to get it up and running. We had an offsite, someone doing it from home...

RACHEL

What about Lynn?

LENA

We have the best stories.

ERIK

So we hired Margaret. She was great, she had a script. And one day she said, I have another person... She's in Maury's office. I went in and she was missing her front tooth. I went out and said, next time you send me in to meet someone, tell me if they're missing a tooth. Then we hired her. She was unrefined, to say the least.

LENA

Nice way to put it!

ERIK

She was nice. She made the calls. Then she said, "I'm getting a tooth." So she got a tooth. But it wasn't the right size, it was hanging down... a lot. Then she came in the

next day and it was the right size. I said, "Lynn, you got your tooth fixed." She said, "No, I took it out and got a nail file, and sat and watched TV and filed it down." ...

LENA

I'll tell you, reality shows have nothing on us.

(office sounds segue: hum of voices/machines)  
(December 9, 2014 - dramaturgy reference)

LENA

The whole office should get smart socks. Maury loves them.

TEST HUMAN/PARTICIPANT-OBSERVER

What are smart socks?

LENA

They're wool, really warm.

TEST HUMAN/PARTICIPANT-OBSERVER

Oh, they don't send messages or anything...

(office sounds segue: hum of voices/machines)

LENA

It takes forever for my messages to unload...

TEST HUMAN/PARTICIPANT-OBSERVER

(to ERIK)

So is Lozell gone?

ERIK

Yeah.

TEST HUMAN/PARTICIPANT-OBSERVER

What happened? It seemed like he was working really hard...

ERIK

He wouldn't do the computer stuff. We told him over and over again. We'd get onto Pipeline, and he wouldn't have entered anything. He's supposed to enter his appointments, his calls.

(office sounds segue: hum of voices/machines)

RHONDA

The internet crashed on me about ten times today.

LION COOKIE JAR

"Get yo hand out of my cookie jar!!!"

Complex 12/16/14

(office sounds segue: hum of voices/machines)  
(December 16, 2014 - dramaturgy reference)

LENA

If I have breakfast I'm hungry. If I don't have breakfast  
I'm hungry. I think if I have breakfast it's actually worse.

ERIK

Me too. It gets your stomach going.

LENA

(to CINDY)

I love those lollypops, and it was all I could do not to  
take it and say the cleaners took it."

ERIK

That's got all the crunchy in it?

LENA

The perfect place to blame the cleaners....

(office sounds segue: hum of voices/machines)

(MAURY is in the server room, on speaker phone  
with tech guy for new phone system]

MAURY

So all the wires we ran from 18 lines all terminated to the  
patch panel, correct?

TELEPHONE SYSTEM SALES REP

(over phone speaker)

You may not need those RJ45 plugs. The RJ45 email link is  
going to be a patch from that panel into the switch.

MAURY

Now my question is, when we've run the 18 lines at each

desk, don't we need to buy an additional wall jack for each one? I'm trying to find out if you're going to be running two systems at the same time.

TELEPHONE SYSTEM SALES REP

Yes.

MAURY

So we're going to go out and buy 18 wall jacks, so when you come in you're going to find 2 wall jacks, and when you come in and do whatever you're going to do, we'll cut the old ones, right?

TELEPHONE SYSTEM SALES REP

Your calls will be ringing in on the old system, then we'll move everything over. It'll be ringing on your old system, then a minute later it will ring on the new system. A technician will have to be there the whole time.

MAURY

When is this going to happen?

TELEPHONE SYSTEM SALES REP

It's not scheduled yet. Your order is still pending.

LENA

(walking over to the server room from her cube)

Why?

TELEPHONE SYSTEM SALES REP

We didn't really talk about that, you're a one-off customer and have to be micromanaged...

LENA

What does THAT mean? You're being very vague. Are you talking a day, a week?

TELEPHONE SYSTEM SALES REP

Any minute. When the order comes through to goes to project management, and they put you into provisioning, and from there it goes on the calendar. Probably January or sooner...

LENA

Sooner is better.

(LENA starts to walk away, then walks back)

I sent you a file with hold music, for you to review it whether it was in the right format, and you never answered.

TELEPHONE SYSTEM SALES REP

I can send you information about it...

LENA

You already DID that. I want you to review it and makes sure it works.

TELEPHONE SYSTEM SALES REP

Did you send me a sample file, so I can see if it works?

LENA

Yes, I did that.

TELEPHONE SYSTEM SALES REP

If you could send me that file again, so I can review it...

LENA

Sure.

TELEPHONE SYSTEM SALES REP

So if everything else is going well...

(LENA laughs wryly, walking back to her cube)

TELEPHONE SYSTEM SALES REP

(awkard pause)

You guys are really on top of this...

MAURY

Does it matter which wires we're going to terminate these, the colors?

TELEPHONE SYSTEM SALES REP

Unfortunately I don't know, the technician may know a little bit about that. I don't know if it has to be in the same order. You could Google that maybe.

LENA

(Calling out from where she sits in her cube)  
December 12th. That's when I sent it to him.

MAURY

I'll let my electrician know.

LENA

DECEMBER 12th!

TELEPHONE SYSTEM SALES REP

Awesome.

(MAURY hangs up)

MAURY

(to ALEX)

So you're going to get this, this...

ALEX

Also I'll need a dedicated line here for the phone. I'll extend this a little bit... 20 amp circuits....

MAURY

I'm going to get a 20 amp circuit. Will you get the cables? So I need him to get 18 jacks. And you can Google to find out whether it matters...

ERIK

Every one of these wires, I can see goes into ...

ALEX

It's a standard sequence.

ERIK

Whoever does this should label them.

MAURY

So we need a dedicated circuit. If you guys can just Google.... He probably knows anyway.

ERIK

Maybe we should have Matt do the back panel for us.

(office sounds segue: hum of voices/machines)

(ERIK is on phone with MATT, THE IT CONSULTANT)

MATT, THE IT CONSULTANT

(unintelligible static-y sound of MATT, THE IT CONSULTANT's

voice)

ERIK

I got you. I got you. No, I appreciate you telling me that. Alright. Thank you. Can you text me the two names?

(ERIK hangs up)

(to LENA)

Matt said he could get it to work, but it will take him all day. He said get someone who does it all the time and it will take 2 hours...

LENA

(to TEST HUMAN/PARTICIPANT-OBSERVER)

Are you going to Vermont over Christmas?

TEST HUMAN/PARTICIPANT-OBSERVER

Yeah, then I'm supposed to have my foot operated on so I'll be up there another week. But this weird thing happened, I had an abnormal EKG when I went for pre-op clearance, and the doctor said it showed I had heart damage from a heart attack, so I had to go have a stress test and an ultrasound of my heart... and I still don't know

LENA

You? That's so weird. But I know this woman who just had the same thing, she had a walking heart attack... but she weighs about 500 pounds.

ERIK

If you have heart disease, I'm going to go off my diet and eat whatever I want for the rest of my life.

LENA

I'll smash a whole chocolate cake into my face.

TEST HUMAN/PARTICIPANT-OBSERVER

I can't believe you guys would even turn THIS into an excuse to go off your diets.

(office sounds segue: hum of voices/machines)

(December 18, 2014 - dramaturgy reference)

LENA

(to ERIK)

I'm going to try it first on the rental properties.

ERIK

How much does it cost?

LENA

Fifty cents a check.

ERIK

But you'll process them?

LENA

It's an online pay program. It's similar to what we do with remote deposits. People would have a...what's the word...a

ERIK

App?

LENA

Not an app. Maybe it's a website. They click and enter all their information, then they can click and send us a payment. They don't want to use a credit card. They can go in and look at their payments, and we can look at what we've gotten. So anyway, I prefer to use them [instead of QuickBooks] and if there is any SNAFU, I can just call them. I emailed Lori, and she already called me back.

ERIK

How about a one-time? Could they go in and click on the link?

LENA

Yes---

ERIK

UHHHH!!! That would solve so many problems!!

LENA

Did you find the forms on Diane's computer?

ERIK

We lost about half of them...

DIANE

I'll do a restart every couple of days.

(office sounds segue: hum of voices/machines)  
(December 23, 2014 - dramaturgy reference)

ERIK

Can everybody get out of QuickBooks?

(ALL in the office close out of Quickbooks)

ERIK

Somebody's still in QuickBooks. Test Human/Participant-Observer, I think you're still in.

TEST HUMAN/PARTICIPANT-OBSERVER

I'm trying to close out, but it keeps saying there's an empty window for QuickBooks. If I click on the icon, it opens up Quickbooks again.

(TEST HUMAN/PARTICIPANT-OBSERVER continues trying to get out of QuickBooks for several minutes)

OK, I think I'm out.

LENA

Is it Diane?

ERIK

I don't understand who could be in QuickBooks.

(to LENA)

You're not in QuickBooks are you?

LENA

I don't think I am, but I'll look again.

ERIK

(to TEST HUMAN/PARTICIPANT-OBSERVER)

You're definitely not in?

TEST HUMAN/PARTICIPANT-OBSERVER

I'm out.

LENA

Still open somehow?

ERIK:

So weird.

LENA

Did you check Rhonda's?

(LENA goes to RHONDA's computer to check. ERIK goes to DIANE's computer to check.)

Rhonda's computer is even off. I don't think you can....

(sound of cell phone ringing)

ERIK

It's saying Bank Fees are in use.

LENA

What?

ERIK

Bank fees in use.

LENA

What the hell does that mean?

CAROL

Maybe everyone should reboot.

LENA

(still standing at RHONDA's computer)

Is Rhonda's password Wecome1? Do you know what the password is on Rhonda's? I hate these friggin passwords...

ERIK

I think it's mine. It keeps crashing.

(iPhone vibrating noise)

Who's phone is it?

ERIK

(still standing at DIANE's desk)

It wasn't Diane.

(DIANE enters through front door, returning from getting coffee (i.e. smoking) to see ERIK occupying her computer.)

ERIK

[to DIANE)

I have to try something from your computer. QuickBooks

keeps crashing. Do you have a password? Sorry, I have to use your password.

(DIANE comes into her cubicle and hovers behind ERIK)

ERIK  
Sixty-one hundred dollars for a bulb crusher!

LENA  
(still at RHONDA's computer)  
Alex is no longer the head of buying for PCS! He's been demoted!  
Diane, remind me how to get to... I have to make deposits for Carol.

DIANE  
Go into favorites.

LENA  
This internet looks different.

DIANE  
What is her home page?

LENA  
So...I assume this is her internet?

(office sounds segue: hum of voices/machines)

(LENA goes back to her cube and consults her iPhone)

LENA  
Joe Cocker just died!

ERIK  
Huh!

(LENA returns to RHONDA's computer)  
It's like Ask-dot-com. What the hell is ask-dot-com? I can't find her bank thing.

(ERIK comes to stand behind LENA in RHONDA's cubicle)

ERIK

Try Firefox.

(DIANE comes to stand behind LENA by ERIK in  
RHONDA's cubicle)

LENA

Oh my God.

DIANE

Yeah, she changed it!

LENA

So what do I do, PCS...? Perfection Cleaning?

DIANE

I'm going to look in my book.

(ERIK goes to sit at DIANE's computer)

ERIK

I'm going to log on as the admin.

[Production Note: he's still working on the  
QuickBooks issue]

DIANE

(returning from her cubicle with a notebook  
open)

It's Perfection Cleaning.

LENA

She changed the password?

DIANE

I don't know what she changed it to.

CAROL

Don't waste your time. She'll be in tomorrow.

LENA

But we need to know what it is...

DIANE

She had it R Jackson, then she changed it to blessings.

LENA

So this is an old...She doesn't go in this way and that's why it's saving it.

ERIK

(coming back around into RHONDA's cubicle)  
Go to her history. Hit control H.

LENA

But I copied the other.

(ERIK leaves RHONDA's cubicle and returns to his QuickBooks issue on DIANE's computer)

ERIK

Oh. HMMM!!  
Everybody can go back in!

LENA

So it's saved here. Maybe this is the right one.

ERIK

Alright, so it changed it in both places.

LENA

I can go into this.

ERIK

OK, she sent it. It's RJackson, capital R and all the rest lower case. I texted her.

LENA

Capital R, Rjohnson.

ERIK

And then Magreleen. Capital M agreleen lower case.

LENA

Capital M....

(LENA reads off screen)

"Your password has expired. Set a new one." Ask her what she wants so she'll remember. Pain in the ass. Constant update.

ERIK

Everyone can go back in.

TEST HUMAN/PARTICIPANT-OBSERVER

Can you recycle the same passwords?

ERIK

No, it probably doesn't let you use the same passwords you've used in the past. I always mean to ask Rhonda, what does Magreleen mean?

LENA

Is that somebody's name?

ERIK

She's not responding, so how about Magraleen25? Let's do that.

LENA

Magerleen...

(typing)

...OK...so now I go in to... Now it's like...it says "remote deposit complete."

DIANE

It says complete. You didn't do it yet, did ya?

LENA

But here it says complete!

DIANE

The whole screen changed...

LENA

(reading off screen)

Options...Company.,....

(DIANE comes to stand behind LENA, watching the computer screen as LENA clicks)

LENA

Where do I [unintelligible] Company?

DIANE

It's still retrieving....Click on reset. When it receives it you'll hear this thing click.

LENA  
(reading off screen)  
"Failure to open device"  
(long pause as LENA gazes at monitor)  
Is something not plugged in correctly?

DIANE  
I liked the other screen better.... ... Go back to home and  
start over. If it will let you now click on ...ummm...  
(pause)  
You need to click OK.

LENA  
It makes me think this isn't reading because this isn't  
plugged in or something...Is there something else?

(LENA and DIANE both mess with the plug to the  
check scanner.Check scanner makes machine noise  
then beeps)

DIANE  
There it goes. Was it loose?

LENA  
Carol, where's this going to?

CAROL  
31 North Beacon.

LENA  
Does it end in 8552?

CAROL  
Yes.

(LENA clicks away, followed by machine sound  
of check scanner)

LENA  
But it says scanned zero.

DIANE  
Complete the deposit. It's not approved yet.

LENA

But it says zero.

DIANE

It won't approve it till you complete.

LENA

So how do we get the report?

DIANE

Open existing. Deposit results. Click submit.

LENA

OH NO!

(reading off screen)

"Amount received zero."

DIANE

It will tell approved. This window is weird. Sometimes it takes a long time. When it goes through this will change to this and you can print.

LENA

I can't believe it took this long.

DIANE

It's very slow. Sometimes we wait half the day.

LENA

I'll wait til.....

(LENA clicks away)

Hmm... See if I can't print her out one...That's crazy.

(office sounds segue: hum of voices/machines)

(LENA returns to her cubicle)

DIANE

The deposit's still awaiting approval. That's a long time for 2 checks.

LENA

It used to be you scanned the deposit and it showed the amount and before it went through...weird....

DIANE

(sitting at RHONDA's computer and clicking at her keyboard)  
...Yeah, it was just received. ...

LENA  
Joe Cocker just died. I think he had cancer or something.

ERIK  
How old was he?

LENA  
I think seventy or something. He had a voice!

(Sound of Joe Cockers song "I get by with a little help from my friends" emits from LENA's computer speakers as she screens Youtube music video]

(office sounds segue: hum of voices/machines)

(ERIK, LENA and ALEX are in ERIK's cubicle, grouped around his monitor for a speakerphone conference call with the company installing the new digital phone system.)

ASHLEY  
Did you get the invite I sent you?

LENA  
I'm not at my desk, can you resend it to Esimard?

ASHLEY  
(pause)  
I sent that. I have Chanelle, who will handle the call flow details, and we'll be talking about some trainings, and then installation dates.

LENA  
Where's Michael?

ASHLEY  
He's on another call, then he'll joining us.

ERIK  
OK, but I don't have the email yet.

ASHLEY

Let me just make sure I got that email address right, that's Esimard at 78perfection-dot-com.

(iPhone alert sound!)

Do you have another call?

ERIK

No, that was just my email acknowledgement. What document should I open?

ASHLEY

I just wanted to confirm...we're all on the same page, so it all goes smoothly. Do you currently have an IPO?

ERIK

Yes. It's not connected yet. Mike told us exactly what switch to buy, and we bought it.

ASHLEY

Perfect. And do you have the R45 switches at every desk? And do you have power at each phone?

LENA

Hold on a minute. Do these phones need a power source?

ASHLEY

Yes, or else an Ethernet connection.

LENA

No, our phones don't plug into power now.

ERIK

I believe that switch is going to be connected, we're going to have a battery backup... It just scared us a little when it said a power outlet at each phone location.

ASHLEY

The power would be to each phone. The POE would just be one.

ERIK

OK, I believe that's the way he set it up, but it's just a little scary. By the end of the phone call, could we go over that?

ASHLEY

OK. I'm just jotting notes. Do you know if your phone connects to the computer, or does the computer have a separate jack in the wall?

ERIK

The computer has a separate jack in the wall.

ASHLEY

OK, perfect. According to this we'll use V-lan, correct?

ERIK

I don't know what a V-lan is.

ASHLEY

OK, we can close this document now. I'll remember to come back to the POE later when Michael joins us. ... So the next document we have is called Perfection Cleaning Service SOE Workbook. If you could just look at the tab on the left and confirm that all that information is correct?

ERIK

Everything looks good.

ASHLEY

Sixteen unified communication, one auto attendant.

ERIK

I think there are two auto attendants.

ASHLEY

You can have up to five auto attendants, do you need more?

ERIK

I don't know what an auto attendant is.

ASHLEY

It's was says hit one if you want sales, hit two if you want customer service...

LENA

We answer our own phone. Can we still do that?

ASHLEY

Well...

LENA

I want to deal with this NOW. She's saying...

ASHLEY

We have to set up...

ERIK

We also have to set it up to activate it in off hours. You might have to be a little patient with us, we don't know all your terminology.

ASHLEY

...customer equipment. The first would be the 4550, the equipment that powers all the phones. On the order of 15 of the polytone 310 phones, 2 of the 410s. The 410, the larger phones have added features. We do ship UPS ground, it takes seven to ten days...

ERIK

I do have a question about the 4550 that goes between the server and the phones. We can't quite figure out how the service is connected to the switch...Is it coaxial?

ASHLEY

Yes.

ERIK

Will they bring service into the building, or are they going to split it off ours?

ASHLEY

I don't see any construction needed, so...

ERIK

We have Comcast for our phone system now, so maybe they're going to...I just want to make sure that the install people realize that the current server is all the way across the room from where the new one is going to be...

LENA

The whole problem is that Mike isn't on the phone call. That's a question for him. Is he available for a meeting that was supposed to be at 11:30?

ASHLEY

He's finishing up on another call and he'll be available shortly.

ERIK

I guess...should we just wait for him? Are there any other questions?

ASHLEY

Join the call?

MICHAEL

Hi. Sorry for the delay.

ASHLEY

We just want to double check the POE... As they said they don't have the power outlets?

MICHAEL

I sent it email, the POE switch, they will have that POE switch. That is my understanding.

ERIK

OK.

MICHAEL

The Ethernet is an actual wire...a lot of people don't understand that...

ERIK

We have the RJ45 jacks, we have the panel installed, we have the switch, but the switch isn't connected yet. We just want to know where the power is coming from.

ASHLEY

I don't see any constructed needed, but the server is being relocated...

MICHAEL

Good question. Hopefully they look at the --- hold on a second -- two complex orders! -- Hopefully in the survey they would have noted that they need cable...The internet is in the copy room.

ERIK

Just so you know, where the coaxial connects to the router, if you're going to split off of that, we put the patch on the other side of the room.

MICHAEL

It could take a little extra time. Actually I would take a look at that survey...

ERIK

What survey are you referring to?

MICHAEL

Our technician came out there...

LENA

No he didn't.

MICHAEL

He may have come out and maybe you didn't see him.

LENA

Could they have done it from outside the building? Did a person have to come in?

MICHAEL

Yes.

LENA

NO ONE has been here.

MICHAEL

Do you have a survey number, Ashley?

ASHLEY

935558.

LENA

Why don't you look at the survey? Just open up the survey that was done, and see who did it.

ASHLEY

It was done on November 26th. It says the splitters were in the attic.

ERIK

Did one of you guys do the survey?

MICHAEL

No. It says two techs, six hours. They don't need to come out a day ahead to do the survey, they can do it all at one time.

ASHLEY

Going back through this. I see that you are going to be publishing your number. With caller ID, do you want this main number to go as the display number?

ERIK

Yes.

ASHLEY

The caller ID name would be Commercial Clean.

ERIK

Perfection Cleaning SERVICE.

ASHLEY

It only uses fifteen characters.

ERIK

Could we have it say 78-dash-clean?

ASHLEY

We can't have dashes.

ERIK

Could it be 78-space-clean?

ASHLEY

Yes. Perfect. So the next document, I'm going to have Chanelle go over that with you. Do you know how to open it?

ERIK

No. Can't open it. For some reason that doesn't work.

(pauses)

Uh??? No. Can't open it.

CHANELLE

s-i-m-a-r-d....OK.

ERIK

OK, I don't know what tech admin user is, but I think we might want to make it me instead of Alex.

CHANELLE

You can have up to five; they can go to the online portal and log in. So if you want...

ERIK

So Rachel, Lena Pearlstein...And could you change Lena to Debra, b-r-a?

CHANELLE

Got it. Any other preferences?

(CHANELLE continues with going over things-- audio level drops to unintelligible hum. Then conversation resumes with Mike. An issue has come up that there can't be voicemail somehow and PCS had not been informed of this???)

MICHAEL

My bad.

LENA

I don't accept that word, that...

MICHAEL

That's the only excuse I have. There's nothing I can do. I can say I missed it, and that's that. There are 100 things that could go wrong, and I missed one of them, so I got 99 right, and that's pretty good.

LENA

I don't think it's so good. I think we'll end the call right now. If you had a company where the most important person in the company can not be directly reached by phone.??

MICHAEL

Let me ask you a question. If that news had come up earlier, would you have cancelled the whole service?

ERIK

We just had cards printed up with his extension on it.

CHANELLE

OK, so we're not moving forward?

LENA

No. We'll check with the other service we were looking at and see if they have that restriction.

ASHLEY

OK, we'll go ahead and wrap up the call.

LENA

By the way, Michael, have you tested the music we sent you yet?

MICHAEL

No, not yet.

(ERIK hangs up the conference call)

LENA

ME BAD! What are you, a second grader??? ME BAD!!!

ERIK

But he's not the sales rep.

CINDY

(leaving her desk to approach the group in  
ERIK's cubicle)

My bad! Me bad!

LENA

I said, "I'm sorry, we're in the middle of a business conversation, and you're saying 'me bad'?"

ERIK

"I'm ending the call!"

LENA

What was that ninety dollar bill for?

ERIK

Are you really cancelling the order?

LENA

I want the guy to call me up and say "I'll give you two months free... I'm going to have to print everything again... I say, ...you didn't mention that he said, "me bad."

ERIK

He said "my bad" but it's a hell of a lot funnier when you said "me bad."

LENA

Me bad, my bad, whatever.

ERIK

That was --- STUPID.

LENA

I swear to God it sounded like he said "me bad." What the frig is that?!? I'm going to email the sales person. And by the way, an 11:30 call, and he doesn't get on till 11:55. What kind of bullshit is that?

(ERIK begins looking at some website information about the telephone system on his computer.)

(reading off his screen)

"Voicemail and email info."

I thought we were getting voice mail.

LENA

So did I.

ERIK

(reading off website on screen)

"Does this user require a receptionist?"

(office sounds segue: hum of voices/machines)

(LENA is on phone with her LENA's MOTHER)

(to RACHEL)

Do you know what papa's itune password is?

RACHEL

Does it say his email address? What address does it say?

(LENA hands the iPhone to RACHEL)

RACHEL

(into iPhone)

Hi. Is there an email address it says there? Where is he trying to get on? On his phone? ... OK.

LENA

Why does he need to get in there?

RACHEL

Does it say an email address on his phone? It has to say email address...It says what? At gmail.com. OK...Can I talk to him again for a second?

LENA

Hold on a second.

RACHEL

Want me to try and do it for you later? Want me to come over. Are you on speaker? My Mom says she doesn't want you to say the password out loud... I'll come over later. I'll bring the spices...

(RACHEL hangs up)

(iPhone immediately rings)

LENA

So now he's calling me. Hello?

(office sounds segue: hum of voices/machines)

LENA

Verizon doesn't do V/O IP. They only do landline.

ERIK

Oh.

LENA

That's the problem. No one else does it.

MAURY

I'm sure once you deal with the initial stupidity it will be fine.

(office sounds segue: hum of voices/machines)

(LENA is inspecting a holiday gift box of cookies on the central lunch table)

LENA

I should be the first to look at this. What's this cookie?  
Who gave us this?

(office sounds segue: hum of voices/machines)

LENA

(on phone)

But it was funny because he said of 100 things he got 99 right....Oh by then.... I know it's the end of the year, holidays, I feel I've taken that into consideration...but.... I mean it's really great that I keep my phone near me, but I 'm ...it's.... Could you have Mike email me the file I sent him twice for the hold music?

(office sounds segue: hum of voices/machines)

ERIC PARRIS

It's not working! Wireless and Ethernet failed!.....

(long pause)

It's back on.

DIANE

Lena, it's up!!!

RACHEL

No, it just went off by itself.

DIANE

The power strip went out. We had to reset it.

(office sounds segue: hum of voices/machines)

(January 13, 2015 - dramaturgy reference)

TEST HUMAN/PARTICIPANT-OBSERVER

Diane, I opened QuickBooks and it says version 15.0 @@. Is that the right version?

DIANE

No. Close it and open it again. Mine does that sometimes

too....

(office sounds segue: hum of voices/machines)

LENA

Test Human/Participant-Observers, we're starting a new system where people are going to be able to go on-line and pay their bills online. They won't be able to get into QuickBooks though. It's going to force them to put in an invoice number...I will send them a link that will bring them to our page at Brookline Bank....

(office sounds segue: hum of voices/machines)  
[Production note: about LENA's home automatic garage door opener malfunctioning]

LENA

...and I said to her, how do I adjust it? And she says, "you can't adjust it." Are you kidding me?? You can barely hear it! Seriously? I look at the camera more than that, I've been reading the manual, looking at the settings...Maury, say are you kidding me? So I just-- I'll just call them.

CAROL

Wow. Did you Google it? Has it been a while?

LENA

It's been a while. I haven't had it for so long. I'm this close to the wall, and you can't hear anything. I can't imagine you can't raise the volume...

CAROL

Can you make it more sensitive?

(office sounds segue: hum of voices/machines)  
(January 14, 2015 - dramaturgy reference)

(LENA and ERIK are at ERIK's desk and computer monitor having a meeting over speaker phone with DENISE.)

DENISE

I wanted to give you a general sense of where we are... Erik...  
...really doesn't add anything and it gets more expensive...  
.. all things to all people.... OK...So I wrote an additional

voice mail.

ERIK

I'm opening the folder...

DENISE

...I'm not sure that there's anything controversial about it.

LENA

I don't like that[unheard]... So what would... I want a better job [she's only talking about the text]

DENISE

Let me fix that, but that is worth noting that I heard Erik say that we don't want...

ERIK

I can...

DENISE

And what I think is that additional voice mail, if they were to return the voice mail, I'll be in touch within ten minutes.

ERIK

I think it can be done in five.

LENA

Our number one advantage is that we're ON twenty-four-seven. If you need to get in touch with someone immediately...

ERIK

What sets us apart is we're proactive, we can guarantee anyone in a five mile radius that we will respond within an hour...

DENISE

... .. you are full service.... Competitors.... One-stop shop....

ERIK

Everybody says they do...

DENISE

So I'm going to play with that, I'm going to modify the original voice mail, I'm going to change it a little bit,

OK, and I'll get you a revision of that. And I wrote down.... services....

LENA

Right. The only other thing I'd like..or how about...  
[unintelligible]

DENISE

Yup! Yup! Yup! Yup! Will do.

LENA

OK.

DENISE

You always want to go into one last question. I wrote three questions so far, and there are fourteen in the whole program. ... .. And then Erik I know you, Alice and I were talking about regulations about snow.

LENA

I think everyone's the same.

DENISE

I went so far as to look up regulations. So I wrote, I extracted from the website, but I also downloaded the law... I can modify whatever... Community... Your local suburban towns..... pre...I think for now... As many...so that they can roll it off their tongue...

ERIK

Pressure washing, carpet cleaning, extra coverage for your inhouse...

LENA

That's really key... You can keep your in-house, but what do you do when they're gone?

DENISE

Let me build that into the script. So the last...Obviously I would like your approval of everything from where you're located...And then at some point, Erik, I'm going to add it to the list of questions approved by you, and then at some point I'm going to cluster them into categories so someone can group them by the most asked questions...

ERIK

I like that. A new-hire would be able to read and see...

DENISE

Your website is very engaging. I will be extracting from your website. If I think something's not resonating I'll point it out...

LENA

[explaining the new online payment service]  
...they can go right online and pay bills. We have three programs. We're pretty good with the technical – we're not shuffling cards all day...it's pretty heavily documented.

DENISE

Irrespective of age I think that's a good... Technology...I'll figure out a way.

ERIK

I can see a salesy thing to say, you sign a contract with us, you never have to think about anything once you sign....

DENISE

That's a good phrase. OK. All this is good. And I will say ...OK, so that's the start... I haven't started the next thing, I'll get on that one.

LENA

I'm just waiting to hear back from Alison.

DENISE

So let me work on that a little bit, and then..um..I do want to..a progression of...mail phone and direct mail...I want at some point, I want to take a crack at it and put it in a Google doc...implement...around that...I owe you updates on everything we've discussed today...full range of questions....

(office sounds segue: hum of voices/machines)

LENA

(to ERIK PARRISH)

You may not have heard Denise, but she's done a lot of good work, scripts, pdfs, attachments...She talks about us saving people money, and I want to take that out...because then they

say, we're paying ten thousand, can you do it for nine?

ERIK

Well, it helps me to get an appointment though...

(office sounds segue: hum of voices/machines)

[Production note: LENA has been on the phone for a long time trying to identify a what a charge of more than \$2,000 is for, from Microsoft on her December credit card statement. She has found out she was recharged for a Computer TV that she'd bought in July and gone through a process of returning because it overheated. They sent her a new one, and credited her for the defective one. Then three months later they charged her for the defective one again]

LENA

(on phone with MICROSOFT CUSTOMER SERVICE)

...not a scratch on it. And you guys have had it for five months. I sent it back the same day. There was not a scratch on it... ...No, it overheated. It actually burned me. They said it had a cracked screen, for five months, don't you think they would have called right back? There was not a mark on it. NOT A MARK ON IT.

...They need to have different packaging then, because I sent it back exactly the way it was sent to me..... No, I'm not going to be out the money, I'm going right to the credit card company, I'm going to go on every social media I know, and I'm going to file a complaint with the State too. I'm not paying for that, NO WAY. .... Correct.....Correct....

(long pause on hold; to CAROL)

Do you know what they're saying now? It had a cracked screen?? Can you imagine??

CAROL

No, I can't imagine.

LENA

They send you a whole thing with instructions [on how to send it back] and everything, and by the way, you got it back September 6th, and you got it back and didn't call me? Who used it for four months? The funny thing is they start

out by telling me you didn't return it. That's the biggest flimflam I've ever heard. Why wouldn't it come up first? And by the way, when they send you a box with a shipping label shouldn't it have insurance?

CAROL

Wow.

LENA

(still holding, to CAROL)

Meanwhile I've been on the phone for a half an hour.

TEST HUMAN/PARTICIPANT-OBSERVER

I think it's been more than that.

LENA

I mean just on THIS call.

(to MAURY)

I did exactly what Microsoft told me to do. Every time he says to me "I'll do the best we can" my blood pressure goes up...

(to MICROSOFT CUSTOMER SERVICE)

... I'm dealing with Microsoft! Not some yokel company. This is ridiculous! I've been on the phone for 45 minutes, I know it's not your fault, but seriously?

(aside to CAROL)

Can you imagine? First they tell me I didn't return it. Then, guess what, now they say the screen is broken? And they don't charge me till December? I'm going all the way with this!

(to MICROSOFT CUSTOMER SERVICE)

No, I'm talking to people in my office, I thought I was on hold...

ERIK

What a tumble they're going to take!

LENA

(to MICROSOFT CUSTOMER SERVICE)

I followed exactly what the directions were , I did, like the time they sent it to me to the time they got it back, I did it immediately. Come on! Come on! If I broke it I wouldn't call up and say it's overheating. I'd just call up and say the screen is broken. When you think it out you think it's gotta be a joke. Like someone's going to say, ha! Ha! This is April Fool's day. And I have an office full

of Microsoft machines, and I will call TOMORROW and get prices on other machines. ....Unbelievable....WOW....WOW..... Sure.

(LENA hangs up)

LENA

(to entire office)

He says, "I wish I could reverse it myself. I have to go back to the service people. He says, "I wish you had taken a picture." Well why didn't you tell me to take a picture! He says, "can I put you on hold?" He goes away for an HOUR and comes and tells me the screen was cracked.

ERIK

Come on!

LENA

No kidding. And by the way it's December. No kidding. And the first guy said to me, "Yeah, you rented Malificent..." I said, yeah, I downloaded the movie, I didn't produce the movie! After an hour and three minutes, he says, "I'm going to do the best that I can." He's going to give it to the service team. They're going to say, "Sorry, it's cracked. Sorry, it's cracked." ....

I'm disputing it right away on Capital One. Microsoft can sue them. Microsoft, can you imagine? Are you going to give me a credit for the heart attacks I'm having from having to DEAL with you? Gosh.

MAURY

What was the resolution after all that yelling?

LENA

What do you think is going to happen. They're going to look at it and say "It's cracked."

(office sounds segue: hum of voices/machines)

LENA

And I just looked it up? It's three hundred dollars to fix the screen. So why wouldn't they send it back to me?

MAURY

So what, are you going to pay the three hundred dollars?

LENA

It went into THEIR box. They sent me a new one. Sent me a box, and I sent it right back. "Dear Mrs. Pearlstein, we received it and the screen was cracked." So the most I should be out is three hundred dollars.

(office sounds segue: hum of voices/machines)

LENA

You can get a screen replacement on Ebay for a hundred and thirty-nine dollars.

This guy's supposed to call me. "Is it OK to hold a few minutes? Is it OK to hold a few minutes? Can you hold a few minutes?" You have to sent it back in a certain time frame. They can wait for three months...

(office sounds segue: hum of voices/machines)

LENA

(to TEST HUMAN/PARTICIPANT-OBSERVER)

He just sent me a text. I tried to call you but no one answered.

(reading off her iPhone)

"I would like to set up an appointment for you to have a telephone meeting with our customer advocate team. I will be out tomorrow through Monday. We are excited about working with you to resolve your questions."

I'm going to text him back, "call me immediately."

(office sounds segue: hum of voices/machines)

(January 20, 2015 - dramaturgy reference)

RHONDA

Oh, I love QuickBooks. Or maybe I'm just used to it...

(LENA stops by the LION COOKIE JAR to take a piece of candy)

LION COOKIE JAR

Get yo hand out of my cookie jar!

LENA

Oh shut up.

(LENA begins unpacking the 16 newly arrived digital phones from their boxes on the central conference table)

I just don't get the word telephony. T-e-l-e-p-h-o-n-y.

(office sounds segue: hum of voices/machines)

LENA

Erik, are you 204 over there?

ERIK

I think so.

(ringtone sounds)

LENA

Yup.

(office sounds segue: hum of voices/machines)

RACHEL

It's just that it's not grabbing all the paper...

LENA

Because it thinks there are too many in there... ..

(office sounds segue: hum of voices/machines)

LENA

I was a little concerned about the plug. Ours aren't supposed to be plugged in.

RACHEL

No, we have a router.

(office sounds segue: hum of voices/machines)

CAROL

Want chocolate on them? I took white and dark chocolate and melted them and...

ERIK

Any word on the shooting down at [Beth Israel]--?

CAROL

The suspect committed suicide at the hospital. The hospital's in lockdown.

LENA

The gunman asked for him by name.

LENA

(LENA reads off her iPhone)

There's something in the past that upset this guy. You're kidding? You think??? I hope you're not getting paid by the hospital to be their spokesperson. It was a man, Test Human/Participant-Observers, that shot. They didn't think--he was not a patient. The same spokesperson:

(reading off iPhone)

"The doctor's not the only victim here. The shooter, I'm sure that he had some loved one..."

CAROL

What a place to get shot, you have the health care right there.

LENA

(LENA reads off her iPhone)

"We're looking at a possible motive. There was a reason he targeted the doctor..." This guy's brilliant! Surgeons, they have no personality whatsoever. NONE. They're known for that.

(ERIK examines a carton holding a new digital phone)

LENA

You're not still looking at the phone are you? I'll report you.

ERIK

(laughs)

CAROL

What do they say? Do not open.

(office sounds segue: hum of voices/machines)

LENA

When they come in, I'm going to have the phone wrapped all around me. I wasn't supposed to open it? You didn't say anything about swinging it over my head...Interesting they

don't say the doctor's name yet...

(CINDY approaches the LION COOKIE JAR and opens it)

LION COOKIE JAR

Get yo hand out of my cookie jar!

(CINDY takes candy)

(LENA goes to the join her at the LION COOKIE JAR. CINDY wedges open the lion's mouth so it can't scold.)

LENA

What is that, white chocolate?

(office sounds segue: hum of voices/machines)  
[Production note: ERIK and LENA are talking about a former manager named JOE ADAMO.]

ERIK

He had zero sense of humor unless it was a joke HE made. So one Friday night we see the fish tank bubbler isn't working. So he started messing around with it. So I called the pet company. We've got it solved, so he's still messing around; So we figure out we had to create suction to get it going. So we had these sponges, we said we can put the sponges in. And he thought it wasn't going to work, he was angry, he was on his back, he was down under this drain thing. Lena pulls the sponge and the water shoots out the dirty fish filter in his mouth.

LENA

If I had been in a fair, I would have gotten the biggest stuffed animal.

ERIK

We were laughing so hard, but I was nervous, he was SO pissed, thank God it was Friday. By the way it fixed it, it worked. We were making jokes...something's fishy.

LENA

He never ever laughed about it. I can see being upset for a few minutes, but come on! That was he hated me, because the

more I laughed the angrier he got, and the angrier he got, the more I laughed. He didn't like women with any kind of brain. He liked women who kissed his ass. It was weird with him and Melissa...

ERIK

He used to call her "cutie." He wired her whole house.

LENA

He was the guy who said he never farted in front of his wife. He got up and went into the bathroom. "NEVER. I go into the bathroom." I said, that must be EXHAUSTING. I hope the bathroom is near the bed. There wasn't anything we could say that didn't piss him off.

ERIK

I have to watch the fart talk at home. Alexis is farting proudly everywhere she goes. You pick her up and she says "oops..." Remember he was so pissed, and we said go rinse out your mouth. And he wouldn't.

LENA

No, he didn't rinse his mouth.

ERIK

I think Susan was here. She was the one to try to fix things too.

LENA

He hated Susan too. But Susan would try to trip him up. He was stupid, he never figured out how to get on her good side. Joe Amico. Where is he, do you know?

ERIK

No idea.

LENA

This day and age, you'd think you could Google him.

(LENA goes to her computer and begins a Google search)

Where did he live?

ERIK

Dunster?

LENA

Reading? Corey. Corey was his kid, right?

ERIK

Yes.

LENA

Tynsboro? ... He lives in Tynsboro now. It says previously in Dunster.

ERIK

I wonder what he does.

LENA

3 Primrose Circle in Tynsboro. Wanta look at it? Oh... ah... ... multifamily duplex built in 2000.

ERIK

What do you want to bet his son lives in the other one...  
Yeah, his son lives there too.

LENA

He bought it in 2000. I wonder if he bought it and split it. Number of units in the building is one. He must have bought it and split it. ... Vice President manager National Facilities Services... but it doesn't say where he currently works.

ERIK

National Facilities Company.

LENA

Is that a company?

ERIK

I think it's out in Western Mass.

LENA

...in Boylston, Mass. I bet Corey works there too...

ERIK

He does....

(office sounds segue: hum of voices/machines)  
(January 21, 2015 - dramaturgy reference)

ERIK

(speaking over on loudspeaker)  
Attention PCS employees. Today is national hug day. You can all thank god that Lozell isn't here.

(office sounds segue: hum of voices/machines)

TEST HUMAN/PARTICIPANT-OBSERVER  
Is anyone having trouble opening QuickBooks?

LENA  
Sad about that doctor dying. And you can't tell me somebody didn't know about him calling and calling about his mother dying..

ERIK  
It's like --- awful.

(office sounds segue: hum of voices/machines)

DIANE  
Anybody want anything from Dunkin'?

RHONDA  
I'll have a chocolate donut. I wasn't going to go there...

DIANE  
Double chocolate? The chocolate with the chocolate frosting?  
How many of those do you want?

RHONDA  
Just one. Oh god.

ERIK  
Ooohhh...

(office sounds segue: hum of voices/machines)

(DIANE re-enters and hands RHONDA a donut)

DIANE  
Chocolate donut, chocolate frosting, with jimmies...

RHONDA  
Triple chocolate.

(office sounds segue: hum of voices/machines)

LENA

Does our QR code have information on it?

LENA

Is there a way that could be added as a contact to their phone list? Just hit it in the phone and add to the contacts?

(TREADMILL REPAIRMAN enters office through front door)[Guy enters office]

TREADMILL REPAIRMAN

I'm hear to fix the treadmill?

[Production note: he is directed to the adjacent building where the employee treadmill is housed)

(office sounds segue: hum of voices/machines)

(TREADMILL REPAIRMAN returns through back door)

TREADMILL REPAIRMAN

The speed sensor is fried.

(to MAURY)

I called Life Fitness and they said they were going to order it up. There's a problem with the speed sensor. ...

MAURY

Thank you.

TREADMILL REPAIRMAN

You're welcome. Have a good afternoon.

(office sounds segue: hum of voices/machines)

DIANE

(to LENA)

My machine doesn't do that. My machine is haunted.

(office sounds segue: hum of voices/machines)

LENA

They still haven't told me how to make the recording.

ERIK

Once the system is installed, I think...

(office sounds segue: hum of voices/machines)

(LENA is examining the PAPER SHREDDER)

DIANE

The new shredder should be here today or tomorrow.

LENA

It's almost the single one's the problem.

CAROL

That's what I thought was jammin' it.

[DIANE and CAROL converge to join LENA and they  
all huddle around the PAPER SHREDDER]

(office sounds segue: hum of voices/machines)

LENA

Hey how cool, do you want to see the portal? It's just gone live. Once they set up a user name...nice and simple...I'm not sure how fast it's posted. Tomorrow they'll show us. Same as with checks.

DIANE

It will be a lot easier. It will be more accurate.

LENA

It's simple to do. And I think it's going to be really clean. ..That's it. It's an automatic..they call it an ACH payment?

LENA

(to DIANE)

Do you have something we can call Neopost? Like an eight-hundred number?

(DIANE dials NEOPOST)

NEOPOST AUTOATTENDANT

(over speaker phone)

To dial an extension...to repeat these options press...the  
US post office requires...Please go to USA-dot-com to do  
the on-line..your call may be recorded to assure quality  
service... Thank you for calling Neopost...

(sound of NEOPOST on-hold bouncy house music)

(ERIK and LENA go to stand by NEOPOST POSTAL  
MACHINE monitoring phone)

NEOPOST TELEPHONE HOLD ADVERTISING  
NARRATOR

Enthusiastic Advertising voice: we will help you evaluate  
your mail flow!

(NEOPOST TECH SUPPORT BREAKS IN ON  
SPEAKER PHONE)

[unintelligible]...the green button...

ERIK

That's what I've been doing.

NEOPOST TECH SUPPORT

Did you get them from us?

ERIK

Do you mean maybe we have the wrong ones?

(ERIK tries to put envelope through the NEOPOST  
POSTAL MACHINE)

Eventually it will take it, but with no postage, and it says  
"error"?

NEOPOST TECH SUPPORT

I think I see the problem. You did not buy them from  
Neopost.

ERIK

They say Neopost right on them.

NEOPOST TECH SUPPORT

But did you buy them from the New England dealer? Maybe you  
bought them from a local dealer?

ERIK

I don't know. They're in a box that says Neopost.

NEOPOST TECH SUPPORT

It should be taking the label through there. What does it look like?

ERIK

One and one-half inches by two inches long. It says Neopost right on it.

NEOPOST TECH SUPPORT

I'm going to put you on hold...

ERIK

(to LENA)

Can't you print stamps from stamps-dot-com? Or on the label machine...

NEOPOST TECH SUPPORT

Alright, hello Erik. Yes, they sent you the wrong ones. You did order from your local dealer. I'm in Dallas. Let me give you the number. It looks like they sent you the wrong ones. They put on the top position. It's just the way they're formatted. If you just bought these, they should replace them.

ERIK

I didn't say I just bought them.

NEOPOST TECH SUPPORT

Oh...

ERIK

I don't really care, I just want the right one.

NEOPOST TECH SUPPORT

Gotcha. Here's the number. Do you want me to connect you over there?

ERIK

Sure, that would be great.

NEOPOST TECH SUPPORT

Have a nice day.

ERIK

You too.

(to LENA)  
Thank god they have my email address and phone number.

(office sounds segue: hum of voices/machines)  
(January 28, 2015 - dramaturgy reference)

LENA  
(calling over to DIANE)  
How can that be? That's impossible. You're saving it to yours...

DIANE  
It's shared!

LENA  
But this is the one that I did. This is the one that you're...  
and for some reason I don't have it.  
(reading off her computer monitor)  
"Last change 12/29/14"

(ringtone sounds)

LENA  
It's the one that I...

(LENA and DIANE both suddenly laugh)

DIANE  
I remember that happened last month... She's got what I have...  
663? So mine's not showing. But maybe it came from that  
restored file.

(office sounds segue: hum of voices/machines)  
(January 30, 2015 - dramaturgy reference)

(LENA, CAROL and ERIK are seated around the  
central table eating lunch)

LENA  
...for what they charge, that's a disgrace.

ERIK  
Whole Foods is really hit or miss.

CAROL

Their pizza is OK.

(LENA makes loud coughing-gagging noise)

ERIK

I just pictured soup pouring all over me...It sounded like you were choking... she's going to vomit on me... It's almost like they put the chicken through a grinder...

LENA

Why the hell am I eating a salad? Anyone want a salad? .....  
So Mitt Romney's not running.

ERIK

No.

[Production note: LENA is looking at the GOLDEN BANANA website]

LENA

It says fully nude dancers on both stages. They capitalized "nude." I would have capitalized "fully."

ERIK

I brought Elise there and she thought they had some talent or something. She was like, that's disgusting... she didn't realize they just shake it in your face.

LENA

Don't you love when you Google something and you get images that have absolutely nothing to do with what you Googled?

(office sounds segue: hum of voices/machines)

LENA

(to ERIK)

So you don't know who Joel Gray is? So here's Joel Grey, Cabaret. I can't believe you haven't seen this. I think if you look at it...

ERIK

Cabaret?

(Song from Cabaret issues from LENA's computer speakers: "Velcome, et Bien venue, Velcome..."

(office sounds segue: hum of voices/machines)  
(February 3, 2015 - dramaturgy reference)

(TEST HUMAN/PARTICIPANT-OBSERVER enters and  
turns on her computer and enters her password)

TEST HUMAN/PARTICIPANT-OBSERVER'S  
COMPUTER MONITOR

Your password has expired. You must set a new one.

TEST HUMAN/PARTICIPANT-OBSERVER

Oh my god!

LENA

What?

TEST HUMAN/PARTICIPANT-OBSERVER

My password has expired.

LENA

(laughs)

TEST HUMAN/PARTICIPANT-OBSERVER'S  
COMPUTER MONITOR

Old password. New password. Retype new password.

(TEST HUMAN/PARTICIPANT-OBSERVER enters old  
password, Welcomell, which is veiled as black  
dots... then enters new password of original  
password, Welcome1, twice)

TEST HUMAN/PARTICIPANT-OBSERVER'S  
COMPUTER MONITOR

(displaying a red X)

Unable to update the password. The value provided for the  
password does not meet the length, complexity or history  
requirements of the domain.

(displays button: OK)

(TEST HUMAN/PARTICIPANT-OBSERVER presses OK.)

TEST HUMAN/PARTICIPANT-OBSERVER'S  
COMPUTER MONITOR

Your password has expired. You must set a new one.  
Old password. New password. Retype new password.

(TEST HUMAN/PARTICIPANT-OBSERVER enters old password, Welcomell, which is veiled as black dots... then enters new password of original password, Welcomelll, twice)

(TEST HUMAN/PARTICIPANT-OBSERVER's COMPUTER MONITOR accepts new password)

(office sounds segue: hum of voices/machines)

DIANE

Lena, I'm trying to restart my computer because my QuickBooks went all black again? Everything closed on me. It has to be reset.

ERIK

Oh Lena, go back to...

LENA

You forced it?

DIANE

Yeah, it said if you did you may lose work that you didn't save.

(LENA comes and sits down at Diane's computer and restarts it.)

DIANE

Thank you.

(LENA returns to her cubicle)

(office sounds segue: hum of voices/machines)

LENA

(to RHONDA)

They told me that I'm the only one that can change a password. Just click on the folder again? Never mind... I'm waiting for them to call me...again.

(office sounds segue: hum of voices/machines)

(LENA is on her iPhone)

(to RHONDA)

Rhonda, can I use your desk for one second so I can--

(LENA goes over and sits down at RHONDA's computer)

(returning to iPhone call)

OK, so I go... get... OK...OK... So I'm over here, do I do dbickoff? Or admin? I know it. Perfection Cleaning MDB -- with one M. Please. Yup...Yup...Yup...B or T? ...Yup...Yup...Yup...

(LENA types away)

(RHONDA stands behind her watching the screen)

LENA

It has to be a capital and some letters and numbers? I think I'll use the same thing I used before..... Yeah.... So I'm not going to answer these questions, I'll go to admin? ... .. It bumps me out because I didn't do the questions.

RHONDA

Oh, I'll just close it out. Go to star...

(RHONDA reaches over Lena's shoulder and types on her keyboard)

LENA

(on phone)

Oh my god-- we do all snow removal. We've been shoveling. We have been very busy for Brookline Bank. Oh my god, it's been crazy. ...So do I have to answer these questions?

RHONDA

Now they put it in red. ...

LENA

(on phone)

Yup...Yup...it says--it says.... So maybe I'll reset it, I'll put one in and tell him he can change it... right? Yeah...

(RHONDA laughs. DIANE stands watching from her cube)

LENA

(on phone)

Oh, it will email it to me.

(reading off screen)

"Temp password will be emailed to you."

So that's easy enough to do! Awesome. Thank you very much. I appreciate it.

(LENA hangs up)

RHONDA

So these are our customers?

LENA

Wait, I just have to email him. I was supposed to call back because he couldn't get into it.

(Ringtone sounds)

LENA

(on phone)

Hi, it's Lena calling from PCS, I reset that password. So you should get an email of it, so you can get in and then reset it again. M like Mary, H like Harry, lowercase Y like yellow, then percent sign, then the numbers 2757.

RHONDA

I think it tells US the response.

LENA

(on phone)

Oh really? So now I just have to write this down. So now if someone can't get in, I can just go in and reset it. I hope it doesn't happen all the time though! Aghh!!

(office sounds segue: hum of voices/machines)

ERIK

(looking down at his iphone)

Did you know if you hold down a period dot com comes up?

CAROL

How long have you known that?

ERIK

About three months.

CAROL

And you didn't tell us? You could have saved us all that trouble.

ERIK

That's how long I test EVERYTHING before I roll it out to the public...

(office sounds segue: hum of voices/machines)  
[Production note: they are eating lunch,  
discussing changes in Prudential Mall...part is  
shutting down?]

CAROL

Is Legal Seafoods going to be there?

MAURY

That's a huge business...

ERIK

It's all tourists. I like the Copley one...

CAROL

Every time I go in there the Asians are playing with their lobsters.

LENA

What do you mean, playing with their lobsters?

CAROL

They're taking pictures of them.

ERIK

They order and take pictures of everything.

LENA

What are all the bums and thieves going to do?

ERIK

That whole side is really dead. That Prudential Mall...they're going to move everything. That's a dead mall.

LENA

Nieman sucks too.

ERIK

Copley Place is really dead too.

LENA

The stuff they're replacing stores with are all crap. But everything's crap now. Everything's made in Vietnam. It's all crap.

CAROL

Did you know what they're building at North Station? A huge Star Market. Huge.

LENA

M&Ms...the other day he brought home hermits. ..

ERIK

Oh, I know hermits. Hermits and I are OLD friends.

LENA

Between the softness of the cookie itself and the frosting... They did the faces...Oh my god...the gingerbread itself, and then the frosting...so good.

ERIK

Agh!

(office sounds segue: hum of voices/machines)

MAURY

I think only young people know how to use Apple TV.

CAROL

I tried to use a black box to watch a movie the other night. Ugh. I said to my son, if it wasn't for you, we wouldn't be watching any movies.

(office sounds segue: hum of voices/machines)

CAROL

(to TEST HUMAN/PARTICIPANT-OBSERVER)

I'm on Citizens -- and you can take a picture of a check and deposit it online, but it's not taking a picture. And it's a pain in the neck, because I never go to the bank. Whatever. ...Whatever. I'll go first thing in the morning.

(office sounds segue: hum of voices/machines)  
(February 5, 2015 - dramaturgy reference)

CT

...You can just push the button.

LENA

You know what he said to me? You don't want to do it that way. As long as you can answer and transfer for today... .. I know that Erik set up that thing on-line so you can dial from the computer? I don't know if that's in the ... ..uh.... OK, if you click on, if you're email....

(click)

... ..voicemail...

(reading off screen)

"currently the servers are down, please try again in a few minutes."

Oh. That's funny. It was business-dot-comcast. Phone calling and everything off there, but I think it's offline... Oh man.... OK, so I'm into it here...

SOFTWARE TUTORIAL NARRATOR M

(emanating from LENA's computer, a tutorial)

Alright, so I can set up that voice mail...

CINDY

So...? Yeah?

SOFTWARE TUTORIAL NARRATOR M

(droning on)

...And what I can do, is... I'll simply....

LENA

Chris, is your phone on do not disturb? Is that not ringing to you? It's Robinson. OK, umm.... Oh. You know what? They set this up so poorly, when there's a voice mail to you? They have it going to Erik. So when I have a new voice mail set up...It will do voice mail with an email attached to you.

CINDY

617-870-3----

LENA

OK.

(LENA Calls PCS)

This is a test. Thank you very much. Goodbye.

CINDY

Yep. I got it.

LENA

OK.

CINDY

Thank you.

PCS PHONE SYSTEM

(on speaker phone)

This is a test. Thank you very much. Goodbye.

CINDY

One more question I was going to ask. When the phone rings, let's say you pick up, it still shows me as a miscall.

(NED enters office from rear door)

I pick up the phone and nothing happens. Silence. I don't know what the call is.

LENA

I'm going to set up your phone so when you get a voice mail it sends an email to your cellphone. I've been taking all these calls...I'm just checking now. Hers is going to Erik. I can't tell how to get back to .... names.... ... I don't know how to get back to that list that has everybody on it.... ... so... ... alright now.

(to CAROL)

Do you want if someone leaves you a voice mail at the office it goes to your email?

CAROL

Nobody calls me at the office.

LENA

OK. Oh no. And Maury's is going to Jonathan Lara.

CINDY

(laughs gaily)

LENA

And Jonathan's is going to Test Human/Participant-Observers

.

CINDY

Oh my god--

LENA

And Robinson's is going to you, Cindy. ... They must have been off one. It's just unbelievable.

(Loud new phone system ring tone sounds)

LENA

(answering phone)

Hello?... ... I'm in business and I have no idea. Everybody's address is wrong. I'm just going through it one by one and changing them. It's RIDICULOUS. ...Diane, is your phone blinking? Because it shows she has three voicemails.

(LENA goes over to DIANE's cubicle and stands behind her)

COMCAST VOICEMAIL PORTAL AUTO  
ATTENDANT

(very loud)

Welcome to Comcast Voicemail Portal. To access your voicemail press one. You have three voicemails. Received yesterday at 4:49 yesterday. To delete this voice mail press 7. Voicemail deleted. To play messages....

(voicemail messages begin to play)

Hello, Hi, this is Sarah from Brookline Arts Center. I had spoken to you about... are you there? Hello? I guess I'm getting a voicemail, so we don't need you to do it afterall..." You have listened to all

(COMCAST VOICEMAIL PORTAL AUTO ATTENDANT cuts out abruptly)

LENA

I have to find out why that's not blinking. It should be blinking because you haven't listened to them.

(LENA returns to her own cubicle)

Did I leave my glasses over there? I NEED A MUFFIN.

DIANE

I'm going down there, I'll get you one.

[Production note: every time Diane goes out for food, she's getting to smoke a cigarette.]

LENA

These are ALL wrong. you have to transfer it, Carol. You have to hit transfer, her number, and when she answers, hit transfer again. Hold on a second. If you have it on hold, you have to hit resume. .... We'll get it!!

(general laughter)

CINDY

Ned is having a hard time.

DIANE

Deb, you want a muffin?

LENA

I'd LOVE a muffin. How about a corn muffin.

DIANE

Do you want the butter on the side? They glop it on.

LENA

No, let them put it on. A light skim latte with an equal....

(DIANE leaves)

(office sounds segue: hum of voices/machines)

CINDY

Got it??

LENA

No. you've to to hit send. Then transfer again.

CINDY

Get it?

LENA

It's ringing somewhere else, it's not ringing in his. They must not have it set up correctly. Did it...it sounds like it's ringing in there.

CINDY

You're on do not disturb!

ALEX

I AM disturbed.

LENA

We have to figure out how to disengage that. It's too easy to hit. we need to get rid of THAT. We're never going to go on do not disturb. ... We need to disengage. I've went into so many things I don't remember... There's not one of those emails that's been sent correctly! It's unbelievable. I've gone through the whole list.

LENA

Let's go see what's going on with his phone, if he thinks he can't talk to anybody---

(LENA leaves to go back to NED's office)

CINDY

(gay laughter)

(LENA returns)

LENA

I will tell you it's not so easy to see... I mean this is all the stuff that should have happened. I mean, who puts a system in and doesn't send anyone in to do a training session??.... So Cindy, I went over to Ned and you push that little button in the middle, and when you do that, it doesn't go to anyone...

CINDY

It doesn't give you..?

LENA

Nope.

(reading off screen)

"App disabled."

Oh. That's different from what Chris did, I think.

CINDY

(mumbles to herself)

LENA  
(mumbles in undertone)  
... .. Oh, wait a minute...

(loud new ring sound (first type))

(Loud new different ring sound (second type))

(Loud ring sound (third type))  
(LENA is playing down a list of different ring tones)

DIANE  
Your coffee's here.

LENA  
Thank you.  
(rustling sound as she removes muffin from bag)  
I'm going to disable do not disturb.

(several more weirder varied ring tones sound)

LENA  
So we can put in speed dialing...  
(reading off computer)  
"Feature active speed dialing star 74..."  
OK, so this says enable message waiting indicator for  
Diane's phone, yet it didn't work.

(ring sound)

LENA  
Don't answer! I'm just going to leave a voicemail.

CINDY  
Diane, you're going in...

DIANE  
...Thanks very much" It IS flashing red.

LENA  
Now it is? It wasn't flashing before. Very weird...

(RRRinggg)

LENA

(answering phone)

Good morning, good afternoon, 78perfection.

(laughter)

LENA

I was going to say good morning 78perfection and instead I said good morning, good afternoon, 78perfection!! No one's been there throughout the whole storm? Can you take a picture?... If you ask anyone who was there?.... ... And I don't appreciate what you just said either. I'm trying to help out with this, so I'm asking you to take a picture and send it to me...

(LENA hangs up)

She says, "that seems like an awful lot of work to do--" I'm like, "Well then get a snowblower and a shovel then..." Like fuck you! Who do you think you are?? I'm trying to help YOU out! And the guys are going crazy. You've got a cellphone. Can you just shoot me a picture? "Hold on," she says, "I don't like your attitude." You don't like MY attitude. REALLY.

(office sounds segue: hum of voices/machines)

LENA

When in doubt, just push every button and you will succeed. I'm so friggin' pissed. If we program this...?

CINDY

It will go straight to Ned.

LENA

But we can't transfer it to be a voice mail?

CINDY

I don't know.

LENA

So that's add a contact. So now I can edit it. Because I don't need him to be on my speed dial. I told him this morning he's my favorite employee. You are my favorite, and I'd really like a cup of coffee. ... .. So. Now I'm going to program in Ned. ... So let's see. Ned's going to love this. How do you do space?

CINDY

You don't do it. You do first name, then you go to last name.

CT

No Cindy, hit zero three times. I don't know when you're going to need to--

(TO LENA)

By the way, Lena, space is zero three times.

LENA

OBVIOUSLY! ... I just entered everything for Ned and lost it. And what's the--?  
Nevermind.

(imitating Gilda Radner's Saturday Night Live schtick voice)

Nevermind!

And what does contact mean?

CT

That's where you enter the number.

LENA

His 214 number? Or his other number? OK, job title. OK, let's try it. How cool is that.

(office sounds segue: hum of voices/machines)

LENA

Rachel says Ned answered the phone, she said "how's the phone?" He says, "I'm not going to lie to you. It's very difficult." Poor Ned. It's so funny. He's probably gotten like two out of the last fifteen phone calls...

(ringtone)

DIANE

(answering phone, then, to RHONDA)

Is your light flashing?

RHONDA

No. Is she on hold? Just tell her the bill is eight-hundred and seventy-two dollars.

LENA

How come it's showing I have like 37 missed calls?

MAURY

That's because every time it rings it goes to everyone's phones.

(ringtone)

CINDY

Hello? ... ..

(CINDY hangs up)

CT

You lost it?

CINDY

They'll call back.

(ringtone)

LENA

They're calling back.

(office sounds segue: hum of voices/machines)

LENA

You know that little symbol with the line across it? I thought it was a handicapped symbol. It just dawned on me that it was a headset with a check next to that. I was like, does the check mean it's a handicapped person, or unchecked mean it's NOT a handicapped person? And that's WITH my glasses on. ... There's some way to do it on the computer and have a... yeah...Chris, do you know you can set this up on your computer? What's our user name. User name at VVS-at-www...

CINDY

Oh my god. Did you get in?

LENA

You have to put in the user name.

CINDY

And I just Googled Comcast, put VoiceEdge and sign in.

LENA

When I sign in under regular and not administrator it takes me to a different setting screen. I have two user names. So if I use the first one... .. I forgot my password. ... .. I'm just lost.

(ringtone)

DIANE

Yeah? we have a new phone system. Hold on one second... ..  
Hello? Hello? Hello.

(DIANE hangs up, then picks up again)

Hello?

(DIANE hangs up)

(ringtone)

LENA

(answering phone)

Hello? So you get a star for today, we have a brand new phone system; we will NOT put you on hold again... ..

(LENA hangs up)

That got disconnected. He said he got transferred and got disconnected. Did you transfer it to Ned?

CT

Yes.

LENA

Do you think it's Ned doing something or---

CT

I think I know how to transfer.

CAROL

It's supposed to be really cold today.

LENA

It's getting cold now! ... .. He already got hung up on three times. You get a star for today! How are we doing?!

(office sounds segue: hum of voices/machines)

(LENA is on the phone)

DIANE

Tell him we're still waiting for the shredder!

LENA

Diane says we're still waiting on the shredder... Don't call back and ask for Ned. He's livid.

CINDY

Did you try your password?

LENA

I did. Then I tried the other one and it locked me out. Now I have to figure out how to reset it.

CINDY

...And can you reset it?

LENA

That's a good question. I'll try.

(office sounds segue: hum of voices/machines)

LION COOKIE JAR

Get Yo hand out of my cookie jar!!

LENA

Giselle was where I exercise... She's not pretty AT ALL. Rachel said, Yah. And not what they make her out to be... ... Did you see the dashboard, Chris? You can actually call from there.

CINDY

Just click the number. But just click one time, it's going to call however many times you click.

LENA

This says INCOMING call from me. That's not right...

(office sounds segue: hum of voices/machines)  
(February 6, 2015 - dramaturgy reference)

DIANE

The line at Dunkin' was like fifty people. It was so slow...

RHONDA

Everything's slow...

(ERIK enters office through rear door)

ERIK

People don't check their emails in real time! I'm supposed to see this and get back to her? What if I didn't see it? That's not our job to manage her lot after a two foot blizzard!

..... I dropped my phone in the bathroom.

CT

Hopefully not in the urinal.

ERIK

Right in it. It was the case side down.

LENA

He's saying he didn't get them...

ERIK

Do you think it's the folding machine?

LENA

He's going to fax them over. Could be the folding machine...

(office sounds segue: hum of voices/machines)

LENA

Did anyone have a problem with the computer? I can't get into anything.

(LENA takes a phone call)

...What a jerk! She's a jerk... She's just such a.... Right.

(LENA hangs up)

I can't get into my computer. I don't know what happened. I'm completely locked out of my computer.

(LENA takes a phone call)...

I use a program called The Service Program... Have you heard about that??

(office sounds segue: hum of voices/machines)

LENA

We're doing an upgrade on The Service Program.

(to DIANE)

Are they into yours?

DIANE

They're into mine.

(office sounds segue: hum of voices/machines)

(LENA goes to ERIK's cubicle)

ERIK

Why are people defending terrorists? She's collecting money for defending terrorists....

(office sounds segue: hum of voices/machines)

(DIANE answers phone)

DIANE

(to ERIK)

That's Joe from The Service Program.

ERIK

Hey Joe...

(ERIK looks at his monitor)

Look on share... That's it... Ummm... You know that you can do is... First I want to verify if this is the exact one we use, we can go on Ned's machine. Wanta give me your code and I'll go in there... I'll put you on hold for a second.

(presses button on desktop phone)

I have him on hold. So I can't go into Ned's and pick up.

CT

Alex says it's a setting.

LENA

We have to hit a button down.

ERIK

It should toggle when you hit the hold button. Aghhh! ! ...I think I hung up on him. Oh. I hit resume. Hello?

JOE, THE SERVICE PROGRAM TECH

(on speaker phone)

Hi, I'm still here.

ERIK

Hi. We have a new phone system.

(over intercom)

Ned, I'm going to transfer a call.

(ERIK goes out the rear door back to Ned's office and picks up Ned's phone)

ERIK

(on phone)

Hi Joe. OK, I actually don't... I left it at my desk. OK, what's the code? OK, 459186. So I entered the code. OK, connected. A support representative will be with you... OK, there it is.... I think it's RT1. OK, so it is the same. Ned, when we put in the.... is there a field? Do we use this time out-time in? Do we need stop? OK, you can replace the stop with a field for the time. ... Yup.... And feel free to change that template to route time. Stop to route time... Correct... Thank you Joe.

(hangs up)

OK. NICE.

(office sounds segue: hum of voices/machines)

(ERIK has returned to his cubicle)

ERIK

Comcast guy is here....

LENA

I'd much rather have the Comcast guy than Maury. I need that guy.

ERIK

(on phone)

Hi, are you looking for a space? Come on back.

(DOUG FROM COMCAST enters)

LENA

So, do you want to show us?

(LENA, ERIK, CT and DOUG, COMCAST TELEPHONE SYSTEM TRAINER all huddle around ERIK's computer. CINDY comes to stand behind them looking over their shoulders.)

DOUG, COMCAST TELEPHONE SYSTEM  
TRAINER  
(mousing at the monitor)

DOUG, COMCAST TELEPHONE SYSTEM  
TRAINER  
...person has to know where to receive a call? I don't know what your extensions are... the whole idea of the park feature, as opposed to transfer... you can only park one call per line. I'll give you a list of asterick calls. If it's parked, you can pick it up, but you have to know which phone is ringing. Unless you populate.... .... You can see eleven phones. If it's ringing out there, with the 410 you'll see it ringing on your phone. With the 310, unless you see which is ringing you don't know. When you use the LAM field it actually...

ERIK  
Is there a reason ... we don't have a line view...

DOUG, COMCAST TELEPHONE SYSTEM  
TRAINER  
Depends which manual you've read. If you read the Polycom manual you're reading the wrong one. The Comcast manual is the one you should be using...

LENA  
The do not disturb...

DOUG, COMCAST TELEPHONE SYSTEM  
TRAINER  
We're getting rid of that. We've got that written up. We have written that up to be a pick on the web portal, so you can take it out. That and missed calls, because it's a pain....

LENA  
Yah, we had thirty-eight missed calls.

DOUG, COMCAST TELEPHONE SYSTEM  
TRAINER  
That's because you were logged into the app. If you logged out you wouldn't get that. We'll log into your portal... I'll pull up the asterick codes... Sorry I was later. We had a regional sales meeting... lunch was supposed to be at 12:30....User guide? This is the user guide. It's gets into

things like how to set up---there's a lot of things you can do in the portal too. you have the technical portal and the user portal. It shows everything you can see from a technical-user point of view.

ERIK

Go to here.

DOUG, COMCAST TELEPHONE SYSTEM  
TRAINER

Down here are training videos; weekly webinars you can log into; live webinars are really good, interactive... This one is set up to your phone. It's good and it's bad. We're working on that. But what it will do, is down here on your PC it will give you a little pop up, you can click it... That's a toolbar, it's very similar to the portal. It used to be to change anything you had to call customer service. So we added this toolbar. You could make changes there. Then we added the portal. We never get rid of features, we just add new ones. ... ..  
So this is where you get to that portal...

LENA

I know they're in India!

DOUG, COMCAST TELEPHONE SYSTEM  
TRAINER

Most of ours are in the US. [During a prior job, he was working with an employee who got transferred to india] We're having lunch, and he says, by the way, I'm going to stop at CVS on my way back to get malaria pills... They wouldn't even pay for his malaria pills... Three months later he was back in the US... ..  
So this is the portal, we're going to save this. Use this to log into the technical administration.

ERIK

So a quick question I have for you. So we have to log in for me as user or me as administrator. If I log in as user can I do everything I can as administrator?

DOUG, COMCAST TELEPHONE SYSTEM  
TRAINER

The user has the dashboards. The reason we split it is because you might have an IT guy who doesn't have a phone, so he could get on. So we split it into user and

administrator.

LENA

When I did a message, I hit pound and two letters.

LENA

Maury called me this morning and said every time he hit 2 it took him to voice mail....

(ALEX enters and joins the group next to CINDY)

DOUG, COMCAST TELEPHONE SYSTEM  
TRAINER

So your user profiles... from a tech/admin can change the email...voice mail to email is done in a different place and I'll show you that. Here you change name. Someone gets married, someone changes their name, someone doesn't like to be called that.... We had one, she called herself virgin. I said, "We can change that," and she said, "It was changed years ago." So you can change the extension number; change the password. When you change a password, you'll never see it again. He logs in the next time, he's going to have to change it. I always say when you change it, just keep the same one, I do capital C for Comcast, and add one. ... Time zone.... ... someone comes in and resigns, you can go over to voice mail, this is where you change the transfer to voice mail, the first you hear the voice mail, the second you just get "you've got a voice mail". That's because of the medical profession. The message has to be confidential. ... Here's the zero-out feature. Urgent message, press zero, it puts it through to your cellphone, it doesn't give them your cellphone number. You can make it hidden. It's cool.

LENA

It's cool because they don't see your number. If they have caller ID on your cellphone, you don't have to answer....

DOUG, COMCAST TELEPHONE SYSTEM  
TRAINER

Feature settings. This is where I block the do not disturb button. Say you want her cellphone and deskphone to ring simultaneously....

ERIK

I had that...

DOUG, COMCAST TELEPHONE SYSTEM  
TRAINER

...Snow day, you can have it go to your homephone...

ERIK

So hold on. If I do that it would just be my calls, or it would be all calls?

DOUG, COMCAST TELEPHONE SYSTEM  
TRAINER

I don't know. Play with it.... remote office... We do call forward in many different ways. Call forward always, call forward with priority calls, etcetera. You can be reachable, not reachable. I'm not too versed in that, you can play around with it.

LENA

That would mean you could be off the premises and go in and do that?

ERIK

I think we want to set it up now. Because if the power goes out...

DOUG, COMCAST TELEPHONE SYSTEM  
TRAINER

Call forward, no answer. It's just the number of rings. Say you wanted it to ring your phone twice and go to your cell.

LENA

Is that where you said you're going to transfer to your cellphone?

DOUG, COMCAST TELEPHONE SYSTEM  
TRAINER

Call forward busy. If you go on a vacation and you---- I always tell people to put the play ring...

ERIK

But this is assuming that everyone out there has our direct lines.

DOUG, COMCAST TELEPHONE SYSTEM  
TRAINER

You don't give 'em out. Privacy... You have barge in-block, so

someone else can't pick up the phone... rejection... you can turn that on...speed dial... speed dials, you hit 9 and you have them down here. You have a hundred speed dials. 8-pound-4 can dial it. 22-pound.

DOUG, COMCAST TELEPHONE SYSTEM  
TRAINER

The problem we have with this right now, and I'm told it's coming... build it on one phone and copy it to all the others.... If you had two or three offices, you can go from office to office and log into the phone hand settings.... Music hold... you can shut it off... So you went in and programmed people into your phone...

ERIK

I did.

DOUG, COMCAST TELEPHONE SYSTEM TRAINER  
You could see Deb's phone, you could see if she was on the phone, if it was ringing you could pick it up. The key to it is, if they don't have a unified C--

ERIK

What's unified C?

DOUG, COMCAST TELEPHONE SYSTEM  
TRAINER

Voice mail.

ERIK

Oh, we all have it.

DOUG, COMCAST TELEPHONE SYSTEM  
TRAINER

That's about it with the user portal.

ERIK

How do you change it?

CINDY

Go into settings. Ring type if you hit the middle button.

LENA

Can we turn the sound down?

(Ringtone)

ERIK

Different phones have different little things.

(Ringtones, several in sequence)

DOUG, COMCAST TELEPHONE SYSTEM

TRAINER

There's one called splash. It rings once and stops and that's it.

LENA

We don't want to have splash.

ERIK

So I'm hitting 1 and it's still there.

LENA

I don't know where those two girls are sitting? They don't know a damned thing. Not one thing did she have information.

DOUG, COMCAST TELEPHONE SYSTEM

TRAINER

You're telling me?? You know what they call me at work? Angry Doug.

ERIK

I would be Homicidal Erik.

LENA

We knew more before you came in than they know...

DOUG, COMCAST TELEPHONE SYSTEM

TRAINER

If you had a headset...

ERIK

Let's go to me. Just in case. So...

DOUG, COMCAST TELEPHONE SYSTEM

TRAINER

Go to user account. You are Erik?

ERIK

Yes. So from that call list, what if I wanted to add it to speed dial?

DOUG, COMCAST TELEPHONE SYSTEM  
TRAINER

To add it to speed dial, you'd just cut and paste. ... We go over to--

(ringtone)

DOUG, COMCAST TELEPHONE SYSTEM  
TRAINER

Just pick up and hang it up. You can do that... ... spreadsheet...that's pretty much it on the user side. Now to the technical administrator. You go in and sign up, probably once a day... you call pull all the calls, who made them... [up to 25 calls?]

ERIK

So you can't do everything...So I'd like to do Ned, Jonathan and Gerrty.

DOUG, COMCAST TELEPHONE SYSTEM  
TRAINER

So in the order they were saved...

(ringtone, a different office phone)

Sometimes it takes a bit. If that doesn't work in a few minutes...

ERIK

You can see that Ned's busy.

LENA

You can see that Ned's there, but how do you know he's busy?

DOUG, COMCAST TELEPHONE SYSTEM  
TRAINER

The way you pick with auto-attendant, you have here, you buy one, you can have up to five. If you want to add for another company...

ERIK

So if someone called in on 78QuickFix, could we have a second auto-attendant?

DOUG, COMCAST TELEPHONE SYSTEM  
TRAINER

If they're calling a specific number, you could have it go to another auto-attendant. I have a customer in a dentist practice, he has an auto-attendant that answers in Spanish...

ERIK

So if it calls, you could have an auto-attendant for after hours calls...it could say if it's an emergency press zero... You almost don't need an answering service.

(office sounds segue: hum of voices/machines and they continue to train)

DOUG, COMCAST TELEPHONE SYSTEM  
TRAINER

(on phone)

I tried to explain to him, and he couldn't log in. Unfortunately they don't give you logins.. so that's where the problem is...

LENA

I was really impressed with how fast...

ERIK

He's Angry Doug, but he's Smart Doug too...

DOUG, COMCAST TELEPHONE SYSTEM  
TRAINER

I've gotten to know this portal really well. There's a lot of people who aren't involved...You guys use your own recording, not Snap?

LENA

It's absolutely free, but you only get 75 words... I was like, forget that!

(office sounds segue: hum of voices/machines, they continue to train)

DOUG, COMCAST TELEPHONE SYSTEM  
TRAINER

...call queue... if you don't have... that's the service you pay per agent in the queue... it's ten dollars per agent. A lot of doctor's offices have that... Call history. you can go in and pull down the CPR. You want to see who's calling who.

LENA

That would be pretty cool.

ERIK

Yeah, we can see every text my daughter gets.

LENA

I don't want to see my daughter's texts... she's in college..

DOUG, COMCAST TELEPHONE SYSTEM  
TRAINER

Where does she go to college

LENA

Brandeis...

DOUG, COMCAST TELEPHONE SYSTEM  
TRAINER

My son went to....

(office sounds segue: hum of voices/machines,  
they continue training past office closing time.  
DOUG, COMCAST TELEPHONE SYSTEM TRAINER starts  
packing his things and preparing to leave.)

LENA

Hey, let's check the afterhours auto-attend!

(LENA calls PCS)

It's not working.

DOUG, COMCAST TELEPHONE SYSTEM  
TRAINER

Hit send. Yeah, you have to hit send.

LENA

Was that because you were doing that maybe?

DOUG, COMCAST TELEPHONE SYSTEM  
TRAINER

It said you couldn't do that feature?

(LENA makes the call again, and puts it on  
speaker phone)

PCS COMCAST AUTO ATTENDANT

Your call cannot be transferred.

DOUG, COMCAST TELEPHONE SYSTEM  
TRAINER

Aghhh! Open up the portal. It's got the old one. ...go over to.... Yeah. This website's been....

LENA

Websites...

DOUG, COMCAST TELEPHONE SYSTEM  
TRAINER

Let's check this. Roll down to the after hours one.

ERIK

She pressed 2 and it said not available.

DOUG, COMCAST TELEPHONE SYSTEM  
TRAINER

Scroll down where it says asterick. Scroll to extension dial. OK. Try it again. If that doesn't work.... Oh my god.

PCS COMCAST AUTO ATTENDANT

Thank you for calling 78 Clean. Your call cannot be transferred. Please try again later.

(DOUG, COMCAST TELEPHONE SYSTEM TRAINER calls  
his Comcast office)

DOUG, COMCAST TELEPHONE SYSTEM  
TRAINER

Hi, is Hassan there?

(he holds)

(to ERIK)

So bring up another browser and just do Xfinity speak. It usually has Massachusetts. I don't know why it's hitting in the middle of the country. What do you have?

(DOUG, COMCAST TELEPHONE SYSTEM TRAINER returns  
to his phone call)

So this is Doug, and I'm working with Comcast, at PCS, and there's an afterhours auto-attendant, and they can't do transfer to extension, and I checked the portal and it doesn't have anything funny on it. Perfection Cleaning Service. It's in Allston, A-L-S-T-O-N, Mass.

(TO ERIK)

Is there a pick in there for picking a different location? Is that PC set up for Central Time?

(DOUG, COMCAST TELEPHONE SYSTEM TRAINER returns to his call)

On the after hours auto-attendant, they want to be able to pick an extension, and it's not allowing them to do that. I'm at extension 230.

ERIK

I'm at my limit.

(he sighs heavily)

DOUG, COMCAST TELEPHONE SYSTEM  
TRAINER

(he is on hold again)

I spend most of my time on the Cape, so I don't get traffic... It was cold this morning. Next Friday's supposed to be worse. It's supposed to be minus EIGHT...

(long pause, as he continues to hold)

So you guys do mostly commercial?

ERIK

We do common areas, in winter we do a ton of snow...

DOUG, COMCAST TELEPHONE SYSTEM  
TRAINER

(on phone again)

I'm by 230...

LENA

Who's 0266? Is that Alex?

DOUG, COMCAST TELEPHONE SYSTEM  
TRAINER

Was there a problem or what did we miss? What was the issue? ... OK. OK... Try that... OK... Cool...OK...Thanks.

ERIK

The internet speed is good...

LENA

It is? Good.

DOUG, COMCAST TELEPHONE SYSTEM

TRAINER

She's the one who gave me a hard time last night...

PCS COMCAST AUTO ATTENDANT

Thank you for calling 78perfection. 224 is not a valid extension. Please try again.

(ERIK calls PCS again)

PCS COMCAST AUTO ATTENDANT

Thank you for calling 78perfection. 224 is not a valid extension. Please try again. Transferring to Erik Gangitano.

DOUG, COMCAST TELEPHONE SYSTEM

TRAINER

OK, it worked the second time I tried it, but not the first time.

ERIK

Could you get it to work on the first time?

DOUG, COMCAST TELEPHONE SYSTEM

TRAINER

Try again and wait and do like a long 224. I think it's not picking up the first two. I don't think that's why. I don't think it has anything to do with the 2 she disabled.

LENA

I think it does.

(DOUG, COMCAST TELEPHONE SYSTEM TRAINER sits down at ALEX's desk and calls his Comcast office again)

DOUG, COMCAST TELEPHONE SYSTEM

TRAINER

Perfection Cleaning Service, in Allston, MA. They're supposed to be able to transfer. If they hit 224 it says extension 224 is not available. And then if you try it again it works. It's missing the first two. She already had to do something to make it work. There's nothing weird about the portal. We can only test it at night. Deb wants to go home.

...

(long pause as he holds)

ERIK

I think it has to do with how you hit the buttons...

DOUG, COMCAST TELEPHONE SYSTEM  
TRAINER

(on phone)

... go in and ... Yeah, just in the after hours...

LENA

I assume it would be when they did it in the day, too? Why wouldn't it do it in the daytime too?

PCS COMCAST AUTO ATTENDANT  
Thank you for calling 78 Clean. Transferring to Erik Gangitano.

ERIK

Awesome! I love how the name pops up!

LENA

I want that on my phone.

DOUG, COMCAST TELEPHONE SYSTEM  
TRAINER

(on phone)

So we're good to go. Super. Thank you Chris. I wish I'd gotten you earlier in the day. (hangs up)

(to all)

The installation engineers Bill and Chris are really good. The Russian guy is really smart, but I can't understand anything he says.

LENA

Cool.

ERIK

What's the web address for the portal, Doug?

DOUG, COMCAST TELEPHONE SYSTEM  
TRAINER

Just go to Comcast.com.  
Hit search again. It should be right there.

ERIK

This?

DOUG, COMCAST TELEPHONE SYSTEM  
TRAINER

Yeah, it comes up different on this. Scroll down there... Is there a men's room?

ERIK

Yes, right out that door.

DOUG, COMCAST TELEPHONE SYSTEM  
TRAINER

You're going to need a login. [where's the men's room?]

[out the rear door to your left]

ERIK

Let's see if hers is remembered.

(he clicks on his keyboard)

(DOUG, COMCAST TELEPHONE SYSTEM TRAINER is  
outside the rear door, unable to open it)

LENA

They lock automatically at 4. Let him in.

ERIK

(reading off screen)

Telephony Toolbar...! We're all set! Got it already.

DOUG, COMCAST TELEPHONE SYSTEM  
TRAINER

You got to log her in though. If you don't, it won't work. ...  
Thank you so much, Deb.

LENA

I'll try not to speed dial you next week...

DOUG, COMCAST TELEPHONE SYSTEM  
TRAINER

I just can't make changes, though. They don't let me. I work  
with the system round the clock.

LENA

Good.

DOUG, COMCAST TELEPHONE SYSTEM  
TRAINER

Have a good snow!

LENA

OK. Bye.

(DOUG, COMCAST TELEPHONE SYSTEM TRAINER exits  
through the rear door)

LENA

He's a nice guy. He had an answer for everything. "You can't  
do this." "Yes you can."

CAROL

What do you do, rent them?

LENA

I'm going to up them to the ones that are 10.95.

CAROL

So then you just pay like a phone bill?

LENA

Everything's on the computer. You get a call and it just  
pops up on the computer. You can cut and paste.

CAROL

Hold on. How does it answer?

ERIK

Diane's going to be, "I'm fuckin outta here!"  
(imitating DIANE's voice)

CAROL

I don't know why Ned's answering the phone anyway.

LENA

He doesn't answer the phone. If it rings six time, yes.

(office sounds segue: hum of voices/machines)

(February 10, 2015 - dramaturgy reference)

ERIK

Now it's ringing to Alex and it's saying do not disturb.

LENA

I think that do not disturb is ridiculous.

(office sounds segue: hum of voices/machines)

LENA

So they've confirmed that girl that was held by the Islamic State is dead..

(office sounds segue: hum of voices/machines)

(ERIK is seated at CINDY's computer)

ERIK

Does anyone know Cindy's password?

DIANE

I think it's Welcome1; or Welcome11....

ERIK

(tries password, looking back over to DIANE for help)

DIANE

No? She must have changed it.

(ERIK calls CINDY)

ERIK

Hi Cindy, sorry to bother you. I need the password to get into the Service Program. I can't print a work order. ... ..  
Thank you very much.

LENA

I think passwords are a waste. There's really no need for us to be working....

ERIK

I know.

(office sounds segue: hum of voices/machines)

ERIK

Ah... You know what?

LENA

It didn't work on hers either?

ERIK

It printed on regular paper... I don't know how....um. Lena?

LENA

Hold on a second.

ERIK

So I wrote this work order. But it must be in QuickBooks or The Service Program and I don't know how to... Maybe you change it in QuickBooks and save it?

LENA

What account is it?

ERIK

D1248.

LENA

D1248. You should be able to just – Yeah, OK, so you want it to be...Sun Properties?

(ringtone)

ERIK

Yes.

LENA

Who's the contact person?

ERIK

Anthony.

LENA

So we've just got to change it on the one he has.

ERIK

I did change it.

LENA

(to CT)

Did Alex tell you how to make a toolbox?

CT

No, not yet.

LENA

It's so cool, you can go in and see all the calls you made yesterday, so if you want to call someone back?

(office sounds segue: hum of voices/machines)

(LENA is leaning over DIANE at DIANE's computer)

DIANE

I think I WAS in this with Cindy...

LENA

I don't know... So like, so it calls and you hang up and it goes to me. Isn't that cool? All I do is click on the number. If you go there and click on that and it goes to another person. Pretty cool. See, it's telling you to pick up? And now it's going to dial my cell number. Isn't that cool? The test is this. This call history? So how many times does someone call? You can see exactly where the call came in. So like every time you go into the...

DIANE

It should be there.

LENA

It's that bar there, you can use...Do you want the same thing too, Rhonda? Telephony?

RHONDA

Mmmm... I guess...

LENA

OK, go to the portal. ... .. I think the questions suck. Who's your nephew?

DIANE

I just put in the oldest. ... ..

LENA

I didn't even know you had a car?

RHONDA

I did, but I gave it away.

LENA

It's absolutely not telePHONY, it's telePhony. I have to stop before I say it. ...why is that---

RHONDA

I don't know. So I think I have to go back and click this.

LENA

Try it. ...No. There's something wrong with—I'll have to give them a call. I did hers with no problem. So I'll have to call them. ... Weird. [returning to her desk.]

(office sounds segue: hum of voices/machines)

(ERIK is at RHONDA's computer)

ERIK

I can't quit.

LENA

I can't quit you. Who's that guy from Brokeback Mountain? "I wish I could quit you." Isn't that what he said in Broke Back Mountain?

ERIK

Hmmm... Something's wrong with the Windows installer...

(office sounds segue: hum of voices/machines)

(February 12, 2015 - dramaturgy reference)

DIANE

Oh! WB Mason. I think our shredder's here.

(WB MASON DELIVERY MAN enters front door carrying large box and sets it down in front of DIANE's cubicle. DIANE signs the receipt and he exits.)

(DIANE and LENA converge on the box, remove the shredding machine and begin to try it out. The machine starts up, makes shredding sound, and immediately jams.)

DIANE

Jam prevention.

LENA

The other one we had used to be able to—

DIANE

It's stuck in there.

LENA

So how do you take them out? How do we remove it?

DIANE

There's two arrows and the line is reversed. It says to hit that and remove the paper.

(DIANE hits the touchscreen, and LENA pull out a chunk of jammed paper)

LENA

OK. A least we got it out.

(shredder machine sound, then sound of jamming)

DIANE

Again?

LENA

It's not too many papers now. I took them out.

(DIANE returns to her cubicle)

(LENA opens up the machine. Shredding machine sound.)

(office sounds segue: hum of voices/machines)  
(February 19, 2015 - dramaturgy reference)

[Production note: DIANE says she couldn't transfer a call to RHONDA)

ERIK

(at his desk, calling to DIANE)

Is it on do not disturb? Is there a little line through it?

DIANE

Let me try to call your extension...

ERIK

Was it on do not disturb?

DIANE

I don't know.

RHONDA

Diane's right? I can't....

(ERIK goes over to RHONDA's cubicle)

ERIK

No, it's not under disturb. Hmmm!! Can you get out for one second Rhonda?

(he sits down at her computer)

RHONDA

Did Lena...?

ERIK

I don't think so...

(ERIK sits and stares vacantly)

Hmmm!

(he laughs a little)

It's amazing how productive the new phones have made us!

(everyone laughs loudly)

It's just a walk in the park!

(more laughter)

Let me try the Busy Lam setting and do a test. We've got to reboot the phones. It's really a computer.

DIANE

It's Comcast. What do you expect.

ERIK

(to RHONDA)

Do you use Firefox? ... ..

(to DIANE)

Try Rhonda again.

(ringtone)

ERIK

Rhonda Jackson!

DIANE

You don't sound like Rhonda Jackson.

ERIK

(to RHONDA)

When I ask if you're on do not disturb? See that little line there? That means it's on do not disturb. Hit it again and it's a check. But that wasn't the problem. Your phone just froze. It wasn't working. So that's a new one. Now it's just going to freeze.

DIANE

I hate my phone. ... That's what I don't like about these phones. You can't tell who's on them. See that red dot next to the name?

(ringtone)

RHONDA

Hello? ... Oh no. I think I just hung up on him.

DIANE

Hit resume.

(ERIK returns to his desk and calls Comcast.  
TEST HUMAN/PARTICIPANT-OBSERVER comes over  
and sits in a chair by his desk with her  
transcription clipboard.)

COMCAST AUTO ATTENDANT

(on speaker phone)

Welcome to Comcast Business. Built for Business. For quality assurance purposes this call may be recorded. Please enter the phone number that you're calling about followed by the pound key.

(ERIK enters the phone number)

Please listen carefully because our options have changed.

Next please choose the reason for your call today. For technical support please press one. ....

(ERIK presses)

ERIK

(to TEST HUMAN/PARTICIPANT-OBSERVER)

It's so fucking frustrating.

COMCAST AUTO ATTENDANT

We apologize for the delay. Did you know that you can ... use the portal using your login if you are an administrator. You can learn more....

MATT, THE IT CONSULTANT, COMCAST  
TECH SUPPORT

Hi, this is Matt...

ERIK

Hi Matt, I'm just going to warn you that I'm annoyed before we start the conversation. We decided to upgrade to the 410 phones. Now I want them to display all the lines on the phone, and I believe as the administrator I can go into the Busy Lam field, and I did, but somehow it's not showing up on the phone.

MATT, THE IT CONSULTANT, COMCAST  
TECH SUPPORT

Ok. First, do you mind giving me your phone number...

ERIK

No, I don't. It's funny, I wonder why I have to give you that since I have to enter it when I make the call. 617-787-5857.....Perfection Cleaning Service..... 386 Brighton Ave, Allston.... .. .

(long pause)

MATT, THE IT CONSULTANT, COMCAST  
TECH SUPPORT

The system's slow.

ERIK

I'm not surprised. OK.

(to TEST HUMAN/PARTICIPANT-OBSERVER)

The system's slow.

TEST HUMAN/PARTICIPANT-OBSERVER

What do you mean?

ERIK

That's what they told me.

MATT, THE IT CONSULTANT, COMCAST  
TECH SUPPORT

OK, Erik. What are the phone extensions that we're working with?

ERIK

210,229, 201.

MATT, THE IT CONSULTANT, COMCAST  
TECH SUPPORT

(mumbling to himself)

201...

(ERIK drums his fingers on his desk surface)

MATT, THE IT CONSULTANT, COMCAST  
TECH SUPPORT

(sound of breathing heavily and whispering to himself)...OK.....  
DDY..... to be here...

(ERIK, holding, looks down at his iPhone and  
clicks on it)

MATT, THE IT CONSULTANT, COMCAST  
TECH SUPPORT

OK, Erik, so I went ahead and updated the actual Busy Lam  
field and if you could go ahead and check that phone and go  
ahead and power-cycle it on.

ERIK

Is there a way to make sure that all the available services  
are on? It seems to me that to have a portal, and the  
technical administrator logs in and make changes, and it  
doesn't happen, and then has to call customer service... Why  
have it, it if doesn't work?

MATT, THE IT CONSULTANT, COMCAST  
TECH SUPPORT

Um  hmm... ...

ERIK

Anything CT?

CT

It's restarting... No, it looks the same.

MATT, THE IT CONSULTANT, COMCAST  
TECH SUPPORT

Just the same?

CT

Oh! No, it's there.

ERIK

So everything's fixed.

CT

But we do need to take Eric Parrish off...

MATT, THE IT CONSULTANT, COMCAST  
TECH SUPPORT

I think what happened is when you upgraded your phones,  
someone didn't type in "Y" for the Busy Lam field.

ERIK

Well, I think... It's OK, it's not your fault.

MATT, THE IT CONSULTANT, COMCAST  
TECH SUPPORT

I just want to check that 229, no one's monitoring that  
phone? No one can peek in?

ERIK

So I act like an asshole on these calls because I know it's  
being recorded and I want Comcast to hear it.

MATT, THE IT CONSULTANT, COMCAST  
TECH SUPPORT

I understand, you get a product and you want it to work.

ERIK

It's not like it's a gift. We paid money. It's sold as one  
thing, then it's another.

MATT, THE IT CONSULTANT, COMCAST  
TECH SUPPORT

Is there anything else I can do for you today?

ERIK

No, that's it.

MATT, THE IT CONSULTANT, COMCAST  
TECH SUPPORT

Thank you for being a Comcast customer, and have a fantastic day.

ERIK

It's a pleasure.

(ERIK hangs up)

(to TEST HUMAN/PARTICIPANT-OBSERVER)

I seriously could lose my mind. And the worst thing is all those torture processes they put you through, they put you on hold, and then they try to sell you more services while you're on hold, then you miss the option. It's fucking torture. ...

Now the website's frozen and I can't go in. And the other thing I love. They sell you the whole thing, and then they upgrade the internet speed and the website slows down. I say, why isn't it faster? They say, the internet's faster, it's the website... I'm going to buy you a Ferrari, but I'm not going to give you tires. Ugggh.... It's so frustrating.

(office sounds segue: hum of voices/machines)  
(TEST HUMAN/PARTICIPANT-OBSERVER and ERIK are  
at ERIK's desk)

CAROL

...Uber was 3.4 times more expensive. He comes in a Civic. We squeeze in. I said to the Uber guy, if this car isn't good in the snow I'm getting out. It cost me \$62 to get into Boston. In a Civic.

ERIK

(to CAROL)

How about how the iPhone is supposed to save lives. Jonathan called me, water is pouring into the building and I can't make a call. I was taking screenshots of all the error messages I was getting, because no one would believe me.

(to TEST HUMAN/PARTICIPANT-OBSERVER)

Maybe it's not that bad, Test Human/Participant-Observer. Maybe it's just I have no patience for it. Test Human/Participant-Observer, what do you think? Fucking Comcast. I hate them. And you know what's funny? At home I have Verizon, and they're trying to get me to come back to Comcast, and I find myself tempted. ... .. It's probably me. I mean, it is the way it is. What am I going to do. What's even more frustrating is I'm the one who's got to deal with it. Diane comes over and says, "You've got to teach me to use the phone." Why do I have to do it!? Fucking learn!

(ringtone...ringtone)

(ERIK calls loudly across the office to  
MICHELLE)

Michelle, your phone is ringing.

[Production note: ELI PARNEY has been fired.  
MICHELLE is new telemarketing rep.]

MICHELLE

Hello. Perfection Cleaning Service.

ERIK

Hi. I'm just testing your phone.

(ERIK hangs up, turns back to TEST HUMAN/  
PARTICIPANT-OBSERVER)

I mean, does it really suck? No. There are lots of things I love! I love getting an email with every voicemail. It's convenient. But oh my God.

(office sounds segue: hum of voices/machines)

ERIK

Diane, does your phone look different?

DIANE

No!

ERIK

Unplug it and reset it.

DIANE

Did you say unplug it and throw it out the window?

ERIK

CT, does your phone say Michelle?

CT

No. Let me try to reboot it.

(ERIK drums his fingers on his desk)

CT

Mine did that too, a couple of times...

ERIK

(to TEST HUMAN/PARTICIPANT-OBSERVER)

I love the new marketing person. We posted an ad for shovellers. So she came in to shovel. She comes in to Jonathan and says, "I'm here for shoveling." Jonathan looks right at her and says, "We're looking for men." She says, "Dude, it's two thousand fifteen."

CT

I don't know what's going on with the phone.

ERIK

It's fixed here.

CT

Let me try again, before you call.

ERIK

Oh my God, I'm going to have a fit. ... Did it fix?

DIANE

Yeah.

ERIK

Maybe it'll take a while.

DIANE

Let's see if Deb's works. She's going to have to reset her email.

CT

Mine still says Eric Parrish.

DIANE

So does mine.

ERIK

I don't like that you have to reboot the phone every time you make a change.? I'm going to have to call again. ... So I feel like an abused housewife... it's me, it's me!

DIANE

Lena's didn't work.

ERIK

It takes a minute.

(to TEST HUMAN/PARTICIPANT-OBSERVER)

Check out our new website. Do you like the new logo?

(he sighs heavily)

Oh OK. I guess I have to. Still didn't change, right? No one's at their desk. I'll just have to go around and check before I make this fucking call again. I have to be nice this time because I'm not sure that I did it right.

ERIK

I think I did.

(ERIK walks around the office checking all the phones., pressing phone keys at each stop. He returns to his desk and place a call to Comcast.)

COMCAST AUTO ATTENDANT

(on speaker phone)

Welcome to Comcast Business. Built for Business. For quality assurance purposes this call may be recorded. Please enter the phone number that you're calling about followed by the pound key.

(ERIK enters the phone number)

Please listen carefully because our options have changed. Next please choose the reason for your call today. For technical support please press one. ...

(ERIK presses)

OK. Technical support.

COMCAST HOLD ADVERTISING NARRATOR

(a brief burst of recorded music)

Did you know you can...[etc.] by going to our portal...if you are a technical administrator you can learn more about how to manage calls....

(advertisement abruptly cuts out)

COMCAST AUTO ATTENDANT

All customer service account executives are currently assisting other customers.

BILL, COMCAST TECH SUPPORT

Comcast business support, this is Bill, how can I help you?

ERIK

Actually, can you ask me all the questions you have to ask first? The phone number is 617-787-5857. I'm Erik and let me know when you're ready for the address. Perfection Cleaning Service. 386 Brighton Ave, Allston. ... ..  
We've got some new phones, and we got a new employee, and I tried to change the name, and it's not updating it on the phones.

BILL, COMCAST TECH SUPPORT

Let me get the switch up and I'll see what's going on with it.

ERIK

Can you verify that I'm doing it correctly?

BILL, COMCAST TECH SUPPORT

(long pause)

ERIK

System slow?

BILL, COMCAST TECH SUPPORT

Yeah. It's the snow...

ERIK

One of these days you guys will have state of the art stuff. Built for Business. Just not yours.

BILL, COMCAST TECH SUPPORT

It's interesting. We don't own the building we're in... so we don't have fiber optic.

ERIK

Someone should work that into the lease....

BILL, COMCAST TECH SUPPORT  
Michelle Simpson? I don't know why that happened. It's not showing up in the Busy Lam field. That should change.

ERIK  
I know it SHOULD change. Diane, has it changed yet?

DIANE  
No, it's still Eric Parrish.

BILL, COMCAST TECH SUPPORT  
Which.... give me a phone that's not doing it.

ERIK  
210.

BILL, COMCAST TECH SUPPORT  
Sometimes it needs... .. mmmm..... She has all the extensions on there. Michelle Simpson, 204, it should show. Let me take it off and try it again.

ERIK  
So this is my second call today.

BILL, COMCAST TECH SUPPORT  
Usually it happens, it's kind of interesting, sometimes it pops up right away, sometimes it doesn't. You have to take it out and try it again.

ERIK  
(in a sarcastic tone)  
So that's the protocol? I do it again?  
(in a friendlier voice)  
.... It's not about you.

BILL, COMCAST TECH SUPPORT  
I've heard worse.

ERIK  
At least I'm not yelling.

BILL, COMCAST TECH SUPPORT  
Yeah, I have had that. Let's make sure everything's OK. It

should be... Do you want a ticket number to reference the call? Anything else I can do?

ERIK

No, not until next time.

(ERIK hangs up)

(to TEST HUMAN/PARTICIPANT-OBSERVER)

I hate the voice they use all the time... it is patronizing  
(pronouncing short a)

...or patronizing?

(pronouncing long a)

They can tell you're seething. ... The thing is, we're in a building and we don't use our own service. Why would Comcast rent a building where they can't use their own service? I fucking hate them. All this and I didn't even get a good phone. No respect. I'm the Rodney Dangerfield of this place. I'm logging off the portal now. They hate me. I'm going to be flagged in Comcast now. Sarcastic asshole.

ERIK

CT, you want to see the new business cards?

CT

(coming over to look at image on computer)  
Looks good!

ERIK

Those aren't going to be cheap!

CT

Pretty good.

ERIK

So when I first came here I was like, "So can we change the logo?" and they were offended. But from time to time people would come in, and they'd say, "You need to change the logo." and I'd be like "sshhhh..." And finally it's happened.

(office sounds segue: hum of voices/machines)

DIANE

Michelle, alright, that's labels... I'm going out of there...

ERIK

You can definitely enter as you go...

MICHELLE

Can I take a break? I need to just walk around for a minute and...

LENA

Are you leaving?

MICHELLE

I need a little break because I'm silly at this point.

ERIK

I think we're ordering from the Real Deal. Anyone??

(office sounds segue: hum of voices/machines)

CAROL

(on the phone)

We've called numerous times to try to get our door fixed?

CAROL

The new system you just put in? 617-787-5857.

ERIK

Fixing the door?

(office sounds segue: hum of voices/machines)

DIANE

(on phone)

The expiration date is 12/16...7984...Everybody's is. It must be the weather. Cellphones too. Expiration is 12/16. 7984.

RHONDA

Can I have some salad dressing?

ERIK

This is sugar and chemicals.

(reading the label)

Xantham gum. It's like gel. Look at this. I hate this stuff. Try Ken's Steakhouse... .. Do you think it's weird Electric Grid sends us a bill... I paid \$350 for electricity last month. I don't know what it is. We shut the lights out. What the hell. I don't have a big house.

RACHEL

You should call for an analysis. Find out where you're losing electricity.

(office sounds segue: hum of voices/machines)  
(February 24, 2015 - dramaturgy reference)

(ERIK is standing behind MICHELLE in her cubicle)

ERIK

(looking at his iPhone)

So snow tonight.

Your urine color is linked to weight gain...There's MY answer.

MICHELLE

I've got my inbox open and I don't see it...

ERIK

(sighs)

Maybe it went to the junk mail. It should come from me. OK, go to junk mail. You have one.

MICHELLE

That's not it.

ERIK

Sometimes I want to have a temper tantrum. I want to start throwing shit.

MICHELLE

There should be fluff balls for you to throw.

ERIK

You know what I'm going to do?

(he presses the button on the MICHAEL JACKSON  
TOY JUKEBOX. It plays Michael Jackson "That's  
the way you make me feel")

Let's just dance over it! You know what I'll do? I'll save it to the server.

[he goes back to his cube, sits down at  
his computer for a minute, then returns to  
MICHELLE's cubicle)

I named it Fixit Flyer and I saved it on the server. And I'm going to save it to your desktop so you'll have it. Go

to insert, attach file...Then you gotta look for it on the desktop.

(office sounds segue: hum of voices/machines)

ERIK

(to MICHELLE)

OK, I emailed Matt, who's the IT guy?

TEST HUMAN/PARTICIPANT-OBSERVER

Why?

ERIK

Because Michelle's email's not working. OK, so I'm going to go into the shared server.... Oh my god. Nothing's easy. Uggh.

(he walks away, and back to his desk)

MICHELLE

You need a soft bag you can punch.

(office sounds segue: hum of voices/machines)

LENA

Everyone knows it's star 55 to put directly into voicemail? Star 55, then the extension.

ERIK

Oohhh...

LENA

Then it's 66 or 86? Do you do that? Didn't he give you the printout?

CAROL

I have an English muffin, if you want it. With peanut butter.

(office sounds segue: hum of voices/machines)

ERIK

Anyone need lunch?

LENA

What are you getting? I don't need it, but I want to know

what you're getting.

(office sounds segue: hum of voices/machines)

DIANE

It IS on the spreadsheet.

LENA

It's not saved to the shared one...

DIANE

I'm doing that right now. OK, close it and reopen it...It's only a shortcut, so it should--

ERIK

If you ONCE save it somewhere else, then it...that could be why. Maybe I'll just have a chocolate. Oughh...Oh my god.

CINDY

I don't want a salad! Can you get a spinach pie?

LENA

Are their spinach pies good?

(office sounds segue: hum of voices/machines)

LENA

...in Asia. I'm like, what continent are you on?

CINDY

The chocolate? I already had one.

LENA

They have been holding out on you! And look what's left. You better come try some before Erik gears up again.

(office sounds segue: hum of voices/machines)

ERIK

(to DIANE)

You can also do park the call on your line, the he can do star 88...I'm like passing these out, but I don't know if anyone's going to use them. It's a cheat sheet.

CAROL

Maybe it went to park.

ERIK

You hang up. Say you run out back and you can't find Ned, you pick up and hit star 88, and then your extension. That's kind of a lot to do, but once you remember it...

CAROL

That's a lot to do.

ERIK

Shortcut is...I'll teach you how to...that's the one I use the most...

(office sounds segue: hum of voices/machines)

LENA

I just got a message from Rachel, what do you think of this? But I can't SEE anything.

(office sounds segue: hum of voices/machines)

CT

I think I parked it on your phone.

LENA

But what do I have to do to get it?

ERIK

Star 88.

LENA

It's very loud on hold. How do we fix that? I'm sure there's something we can do, right?

ERIK

I did terrible yesterday with all the chocolates. Then I went home and had a reasonable dinner. Then I had pop tarts. Uhhgg they were good... I like both, with and without frosting. I'm mad at Elise because we had pop tarts in the house.

(office sounds segue: hum of voices/machines)  
(February 26, 2015 - dramaturgy reference)

LENA

Erik, could you set up her voicemail? If I go into portal,  
can I reset it?

ERIK

Yeah.

RHONDA

(to Ned)  
This was already billed on another work order.

NED

Why does this happen? What am I supposed to do? Ask Erik. If  
I do this now it's just going to--

RHONDA

Keep happening?

NED

Yeah. ... I don't know why the... ..

(office sounds segue: hum of voices/machines)

ERIK

The technical administrator, Lena?

LENA

Both of them. I tried both of them.

ERIK

Yeah! I'm in.

LENA

I don't remember what I put for ummm..

ERIK

So I'm going to try to reset...

LENA

Now they've locked it out. And contact your administrator. I  
can't get into the friggin'--

ERIK

It's amazing how slow this is.

LENA

Under the technical administrator one I can't get in to reset my password. And that's the only way I can get in to reset the other one.

ERIK

Michelle, try 314.

LENA

I can't get in.

ERIK

It's really weird. Oh, the user's account is locked.

LENA

Yeah, the regular is locked. Can you unblock that one? But I still can't get into the technical administrator one...

ERIK

OK, I reset the regular one.

LENA

To?

ERIK

(inaudible)

LENA

OK, so that's got me into that one. So now I've got to get into the technical administrator one...And it's supposed to be 8. I wish it would like show the password...No, I can't get in. You can't reset the technical administrator one.

ERIK

No.

LENA

And where I try to reset the password it won't accept the user name. It says invalid user. Please correct the user name.

ERIK

Hmmm!

LENA

Yeah, I'm looking right at it, that's my user ID. Besides the fact if you want to reset it it automatically puts that name in, it shouldn't even be asking you. It should be asking what the next thing is.

ERIK

Oh look! Oh, I fixed it. I just called them yesterday.

LENA

I just emailed that Ashley to say, if another TA can't do it, how do you..?

(office sounds segue: hum of voices/machines)

COMCAST AUTO ATTENDANT

(on speaker phone)

Welcome to the Comcast Business Service..."

Michelle: Hi!....Comcast.

[production note: she is attempting to retrieve her messages]

Hi, this is Michelle. Michelle Simpson.

(office sounds segue: hum of voices/machines)

CAROL

OutLook's not working for me. I'm trying to open a picture, I'm trying to email my general ledger to Marina. Outlook is giving me an error, I don't know why. I'm trying to fix that.

(office sounds segue: hum of voices/machines)

ERIK

Maury, we HAVE call waiting. Alex just tested it. Let's test it on Cindy's. It makes a subtle beep. It's subtle.

MAURY

Carol, did you hear that?

CAROL

Just call me on my cell.

ERIK

I wish the beep were louder.

CAROL

Maybe the volume's not turned up.

MAURY

And it shows you whose?

ERIK

Yup.

(office sounds segue: hum of voices/machines)

ERIK

Is it possible to pull a love handle? I just pulled a muscle...

ALEX

Let's ask CT.

(office sounds segue: hum of voices/machines)

CAROL

When I go to user registration and it says "secret question"? So I make it myself?

LENA

Yes.

CAROL

You know how usually there's a drop down? ...As long as I remember!

LENA

Then it will show it to you.

CAROL

And is my answer to my secret question my password?

LENA

No.

(office sounds segue: hum of voices/machines)

RHONDA

Have we gotten...

LENA

There must be something wrong with their account.

CAROL

Huh.

(LENA places call to the bank)

LENA

(on phone)

Hi, I'm trying to get into my online accounts and they...  
Alright. .... Any idea when they'll have it back up and  
running?

LENA

(aside to CAROL)

Yeah. There's something wrong with it. I can't get into any  
of them.

CAROL

Oh, so it GIVES you a password.

LENA

Oh, they're really fucked up!

CAROL

The bank?

LENA

I got a past due amount and they're not even the same...

CAROL

Is that for your mortgage? The bill you got in the mail  
doesn't match what's online?

LENA

So they produced this on 2/16. Mortgage is due 2/1. This is  
the same. This is a totally different....

(she places another call to the bank)

(on phone)

Hi, this mortgage bill I got, I don't understand...

6403990392. Oh. Hold it. Thanks. Oh, I see it now. I didn't hit confirm. And now I can't go in and fix it because they're system's down...

(office sounds segue: hum of voices/machines)

DIANE

It's snowin'!

LENA

Oh god.

(she places call to Comcast)

(on phone)

Hi, I'm trying to get into my portal. 617-787-5857....Debra Pearlstein....Debra Pearlstein.... I have no idea. ...It appears that the technical administrators are Lisa, Erik and me..... .. Don't tell me I'm not a TA. It's me first and everyone else afterwards. I'm looking right at the list from Comcast. So somebody did something, and they need to fix it!

(a pause while she holds lasting three minutes)

I have the FDW sitting right in front of me. Pearlstein 201TA.... Yes I know, I know all of this, it's just not letting me in.

(pause while she holds lasting three minutes)

OK.... Thank you.... Yup.... Thank you....

(aside to CAROL)

He's giving me back twenty minutes of my life.

(turning back to phone)

Yup.

(office sounds segue: hum of voices/machines)

LENA

(to MAURY)

I spent twenty minutes on the phone with Comcast and he told me I wasn't a technical administrator. "I had two people check," he says, "You're not a TA." I said, "You can TA me." "I do see that you signed all the documents," he says.

(office sounds segue: hum of voices/machines)

LENA

Star 55 is to put it directly to voicemail?

ERIK

No, if I just want to talk to Diane WITHOUT a call.

LENA

When I try to sign into the voice link I can't. I'm in my account. It's almost like -- I wonder if I have to download it again.

ERIK

Oh, Lena, see the orange thing, it's like a flower thing? Click on that, and then go to account.

LENA

OK, now it's...

(office sounds segue: hum of voices/machines)

(LENA is looking at website of a marketing software)

LENA

Isn't this cool? It's a sample of a quote, of what a proposal would look like. Pretty cool, huh?

ERIK

Oh wow.

(office sounds segue: hum of voices/machines)

(LENA is looking at a video tutorial of new marketing software)

MARKETING SOFTWARE TUTORIAL

NARRATOR

(low volume, droning)

...so when you go to add a new contact....

(office sounds segue: hum of voices/machines)

LENA

(looking at her iPhone)

They passed that net neutrality...

(office sounds segue: hum of voices/machines)

(February 27, 2015 - dramaturgy reference)

LENA

Oh!... Leonard Nimoy died... These people are so friggin' full of themselves, a fucking page long email. Shut up, who cares. Spam and question mark?

(to CAROL)

I can't adjust the volume on the music on hold.

CAROL

Why?

LENA

Have to re-record the message on a different volume.

(She calls Comcast tech assistance)

I'd like to have the volume adjusted on our hold music.... ... What do you mean you can't adjust it! This is a technology that's twenty years old!... ... Not unless Comcast wants to comp me for the cost of making the files.

(she hangs up, dials another call)

LENA

Doug, I've got a quick question. We've had a lot of complaints the music on hold is too loud? And they're saying the only way to fix it is to have the music re-recorded... OK. You don't-- I just spoke to someone in technical, and she said you have to re-record it. And these are all professional files and they cost a lot of money... ... Awesome, thank you, Doug, I appreciate it.

(hangs up, to Michelle)

I think they just don't know the system. They've written a software for themselves.

MICHELLE

I've gotten three failed attempts to send an email. Do you want to look at it, if you have a minute?

LENA

Here you did dot com, but it looks like it's dot net. It looks like it went through all three times.

MICHELLE

I got two undeliverables.

LENA

You got trinity-dot-com. You've got trinity-dot-net. So both

came back.

(office sounds segue: hum of voices/machines)

ALEX

They're going to be sending a technician to reprogram the--

(office sounds segue: hum of voices/machines)

(March 2, 2015 - dramaturgy reference)

ERIK

UGggh. They're like popcorn! It smells like a popcorn jelly bean. You know that popcorn jelly bean?

CAROL

Maury won't like it.

ERIK

Popcorn jellybelly.

(office sounds segue: hum of voices/machines)

MICHELLE

You know, I have old email at home, so this email with all the perks? It's slowing me down.

(to CINDY)

See this email? It failed too, and it was on 2/28. I can't find it. Look. It was probably combined with -- it was different people at the same company. His name was Alex. The inbox, you can see it right here.

CINDY

This one, you want to send it again?

MICHELLE

I see search. Oh. That's it.

CINDY

That's the one, Microsoft -- did this?

MICHELLE

No, that's a different person.

CINDY

Is that her?

MICHELLE

That's me, Michelle Simpson. Maybe this is it.

CINDY

Maybe it was on the 27th and Microsoft is still trying to do it.

MICHELLE

I think it's weird. Isn't that weird for it not to be there?

CINDY

I hate when I can't get an answer.

MICHELLE

I hate it too. It's not logical, as Spock would say.

CINDY

Did you work on the 27th? It keeps trying to send, it didn't believe you, so... it's somewhere.

MICHELLE

Maybe it's in my drafts. See? Please try sending this again.

CINDY

No, it's not here. That's crazy.

MICHELLE

See, it's not here. I don't have anything unopened. Isn't that strange?

CINDY

I can't help you with it. I'm sorry.

MICHELLE

Thank you.

(office sounds segue: hum of voices/machines)

CAROL

I've got Maury, how do I transfer him?

ERIK

Hit transfer. Then 224, pound, then hit send.

CAROL

I DON'T HAVE SEND. I HAVE DND--

(ringtone)

ERIK

(answering phone)

Oh hi, Maury!

(to CAROL)

You did it.

(office sounds segue: hum of voices/machines)

(ERIK and CAROL are unpacking a new  
COFFEEMACHINE (UNPLUMBED))

ERIK

Touchscreen! This is the new millennium. This is a work of art, this thing. How as this? Two-ninety-nine? Look at it... artwork...scrolls. Michael said we need a kit?

ERIK

We need a kit or sprayer hose. 'Cause that's how I fill mine at home, with the sprayer. .. Oh, I like that curve. What did we pay?

CAROL

One-ninety-nine.

ERIK

Did we get twelve free cups of coffee with it?

CAROL

No.

ERIK

We were supposed to.

CAROL

She ordered nasty cups!

ERIK

Why?

CAROL

She doesn't care. Diane comes over, "I'm not going to put this together, Carol can do it!" I said, take it out of the box and add water.

ERIK

I think she's trying to be nicer. She came in and said, "I love Michelle." I've never heard her use the word "love" before.

CAROL

Wait till Michelle asks her for help. "She's a pain in the ass!" You going to walk on the treadmill?

(office sounds segue: hum of voices/machines)  
(March 8, 2015 - dramaturgy reference)

ERIK

(answering phone phone)

Who is this, Joe?

JASON, THE SERVICE PROGRAM TECH  
SUPPORT

Jason. Look at the tables on your desktop.

ERIK

I'm not in that. I'll look. No problem. OK. PCS. OK, great.

JASON

We're going to play around with it. Yes, and

ERIK

Gottcha! OK, so we're not going to play...

(office sounds segue: hum of voices/machines)  
(March 10, 2015 - dramaturgy reference)

ERIK

(ERIK, LENA and CAROL are gathered near the  
COFFEE MACHINE (UNPLUMBED)

... the old man on Viagra.

CAROL

Like that old man on Facebook!

LENA

When that popped up on my phone...

ERIK

I would have commented... Thank you for sharing ... radical new therapy...

LENA

That was the best.

ERIK

Yeah, I told them too, it's just not shareworthy! The son wrote three days later, no more sharing on Facebook, Dad! I can see my father doing that, which is actually scary...

LENA

They took it down. But I saved it on my phone.

(ringtone)

TEST HUMAN/PARTICIPANT-OBSERVER

It says incoming call from Diane.

LENA

It's for you.

TEST HUMAN/PARTICIPANT-OBSERVER

(answering phone)

Hello?

(calling over to DIANE)

Diane?

DIANE

I didn't call you. I don't know what happened.

(office sounds segue: hum of voices/machines)

LENA

I don't have my sound button anymore on my computer. It's not there.

DIANE

Click on that arrow there? There's no speaker? That's weird...

LENA

It's off. And I don't know how to change it. Somehow it got turned off.

DIANE

You lost the icon?

LENA

It doesn't allow me to go in there and click on it. I went to click on it in the program and it's not even here anymore. What the hell? Now the sound's not even here anymore. But what's really funny --  
(sound tone)

DIANE

It won't let you put the icon on your desktop?

(office sounds segue: hum of voices/machines)  
(LENA is in her cube; audio from iPhone  
Mailcheck tutorial emanates from her monitor.)

IPHONE MAILCHECK TUTORIAL NARRATOR

...Let's show you how to do that. Now I'm already logged in. ... We're going to go to... and we're going to create an entity, and we're just going to copy ... So now let's ... a list that you've already set up in Mailcheck. You can get started setting up your iPhone list... So I don't want to send all of these... So let's say your company runs several charity programs and you want to know... So on this... and all that good stuff...

(LENA lowers audio level. DIANE hovers behind her.)

DIANE

That's weird the way they just vanish.

LENA

There's no... uh...

(DIANE returns to her cube)

SOUND TROUBLE SHOOTING VIDEO  
NARRATOR

...bring back your icon.... So the first thing that you want to

do it... .. properties... You just want to make sure that this dropdown menu has "show icon" on it... if you're... ah... and then there are some checkboxes, and you want to make sure those check boxes are checked... .. Alright! So from here, we're going to have to do a little digging. There's this little arrow here. I'll go slowly... Here I've already ...

(sounds of cars passing on street outside office window)

Here what you need to do is click on the toolbar at the top, and go to file: task. Then go to... Everything should refresh... my icons... There should be icons... ..

(sounds of cars passing, phones ringing, subdued office conversations)

(ringtone)

LENA

Diane, if you do that star fifty-five it doesn't have to ring? 'Cause otherwise it goes through the whole cycle?

DIANE

I've got that cheat sheet.

(office sounds segue: hum of voices/machines)

LENA

Are you seeing the we have invoices outstanding with the same invoice numbers? I'm seeing the same invoice number, the same invoice number, the same invoice number.

DIANE

I'm wondering if they're being corrected wrong. I also noticed that double set that I pulled out a lot were missing.

LENA

I see. They're not there. Somehow... So it's...

DIANE

If you click on--

LENA

But if I go to look at their account...

DIANE

That is the only open one. But look at the paid ones.

LENA

Why does it do that? It's very odd.

DIANE

But I fix it. I go into the actual and edit it. Where it shows it on the thing twice? If you go into # Washington Street, maybe it will tell you what happened?

LENA

I think it's...a... That's that one. ... it only shows one thing there. Hold on a second. I don't know how it's doing that. Each thing is somehow coming out differently so it must be-- So hold on a second, is she using the right...?

DIANE

OK, we use..

LENA

The thing that's so weird is...

DIANE

But you can delete that line.

LENA

I don't know why it does that.

DIANE

I wonder if you open the transaction history, see if it will tell you anything? Is it double?

(LENA returns to her cube. Sound of video tutorial emanates from her monitor)

(office sounds segue: hum of voices/machines)

CAROL

(calling from the print/fax/server room)

Have you used the printer lately? It's telling me it's out of paper.

(She opens and shuts the body of the printer)

It says "Paper out. Two documents are waiting."

DIANE

OK, Carol, try it again.

CAROL

It still says two documents waiting.  
(returns to her computer in her cube)  
Which printer is it? Is it HP...?

LENA

It's got a funky name to it.

RHONDA

It's like the last one on the list.

LENA

It's not the one you picked. What's the last one on the list?

TEST HUMAN/PARTICIPANT-OBSERVER

So our printer's disabled?

CAROL

I guess. I can't print.

TEST HUMAN/PARTICIPANT-OBSERVER

I can't either.

CAROL

So should we call about it?

DIANE

(to ERIK)

She can't get into the system. She tried to do some paperwork, and she can't get in.

(pause)

It printed! Test Human/Participant-Observer, did you just print something?

(walks to TEST HUMAN/PARTICIPANT-OBSERVER's cube and hands her document)

So it must be Carol. You must not be connected.

CAROL

I've always been connected.

(LENA and DIANE stand behind CAROL in her cube, looking over her shoulder at the monitor.)

Then CAROL gets up and LENA sits down at the monitor.)

CAROL

Diane, try to print something.

DIANE

I don't think I have that set up. Michelle does. Michelle, try to print something to that printer.

MICHELLE

OK.

DIANE

It printed.

LENA

(to DIANE)

I don't think this is the right number. Can you go and see what it's called on Michelle's?

DIANE

(going to MICHELLE's cube and looking over her shoulder)

Let's just save this into File P. Lena, it's NP it looks like I15D4-AD and it says here two documents waiting, too.

MICHELLE

From me?

DIANE

From Carol. It won't let her print.

MICHELLE

I'm getting this all the time -- I...

DIANE

"Undeliverable"?

MICHELLE

I know I'm taking it down right.

DIANE

It's saying here, "does not exist." This is what you printed, do you need it?

MICHELLE

No.

DIANE

Trash it.

LENA

(emerging from the print/fax/server room)

They must have been caught. I don't know if that's possible.

(she goes to her cube)

Is that your phone ringing Carol?

RACHEL

She's on the phone.

LENA

Why isn't it telling me that? Why doesn't it tell me that?

(ringtone)

DIANE

Did you just try to call this line?

(office sounds segue: hum of voices/machines)

LENA

(to CAROL)

Are you on the phone? Do you have the do not disturb on? Did you get the call I sent you? I sent it to you but I don't know what happened.

CAROL

Oh, OK.

(ringtone)

CAROL

Oh! Is that it?

LENA

I have no idea.

CAROL

I just got a funny beep, but no one's there.

(ringtone. LENA goes into DIANE's cube)

DIANE

Send it again. I had to reboot. Send it again...

LENA

It's not me sending it. You're supposed to get ... uhh...

(LENA leans over DIANE and grabs the mouse)

Weird. D-D-I-L-L-O-N. It's not like I haven't done it before.

(reading off screen)

"A user with that specified email already exists." Let's see if I can find that... Yeah... "Re-send verification email." OK. I re-sent it.

DIANE

OK, it just came in.

LENA

So just click on the link to re-activate.

DIANE

There's two of them.

LENA

Just click on the first.

DIANE

They both came in at the same time.

(Clicks link, then reads off screen)

"Welcome to Adobe Apple. Please confirm your email address." It's saying download a picture.

LENA

OK, now set up. What that's going to be able to let us do is sent proposals right through email. They can sign it and get it right back to us.

DIANE

I sent it as an attachment.

LENA

I think it has to be a pdf to be opened by Adobe so they can sign it.

DIANE

Yeah. Save as a pdf. And I use this one. You can set up your system...

LENA

It looks like it was scanned in.

DIANE

I'll have to read between the two to see what's better.

(office sounds segue: hum of voices/machines)

ERIK

The training is going to be tomorrow at one o'clock. He's going to give us an hour for free.

(office sounds segue: hum of voices/machines)

ERIK

... I found out that two people died. I went on and there were two deaths.

LENA

Then I'd rather not have it.

(office sounds segue: hum of voices/machines)

MAURY

You aren't having a problem with your phone?

ERIK

If you just wait and hold it...

MAURY

It takes the picture. But you don't see it. I can still press the button, but it doesn't show the screen.

(office sounds segue: hum of voices/machines)

(March 12, 2015 - dramaturgy reference)

LENA

I was out. Rhonda was still in.

CAROL

Every couple of nights we're out. But CT's still in, so it's not the power going out.

DIANE

We can't figure out what's doing it, what shuts them down. It's strange. And CT says his needs to stay up, because of the time clocks?

LENA

(to ERIK)

Are you having any problems with your computer?

ERIK

No.

LENA

Every other day I can't get in, I have to reboot it, it's like spinning for hours... It must be the server. I called Matt, he's not back till tomorrow.

ERIK

Look at those muffins. Are they as good as they look?

(office sounds segue: hum of voices/machines)

(LENA, CAROL and ERIK are eating lunch at the table.)

LENA

She is the nastiest bitch. She's mean and miserable looking. It'll be her, unless someone like Obama comes out of the woodwork.

CAROL

I'm starting no starch at night. I did have quinoa last night.

LENA

Is that a starch?

CAROL

It's a seed.

(looking on her iPhone, reading)

"Quinoa is a species of the goosefoot genus, a grain crop known primarily for its seed." So it's a seed. A lot of calories though. A ton of calories. It's a funny flavor. So you know what I do? I put just a little chicken base in the water, and I sautee spinach...

LENA  
You lost me with the spinach.

(office sounds segue: hum of voices/machines)

LENA  
(to ERIK, emphatically)  
Did I offend your Facebook Facebook Facebook like like like  
share share share??? My other friend liked it. She thought  
it was funny. If you don't like it, stop reading what I'm  
doing and get yourself a life.

ERIK  
That's bitchy.

LENA  
And that's why she shouldn't be following everybody.

(office sounds segue: hum of voices/machines)  
LENA  
Hit resume, then transfer, then Erik's number.

DIANE  
Yeah, that's what I was trying to do.

(office sounds segue: hum of voices/machines)  
(ERIK and LENA are in ERIK's cube on  
speakerphone with JASON THE SERVICE PROGRAM  
TECH, who has taken over ERIK's computer)

JASON, THE SERVICE PROGRAM TECH  
SUPPORT  
... So foreman, level one, you probably want to make him a  
level two.

ERIK  
We call him Michael.

LENA  
Hold on a second.

ERIK  
And Cindy's a level one. We want Cindy to be able to... Can

you just scroll down for a sec?

LENA

[unintell] Yeah, they don't log into the system, seven-one, seven-two.. You make make them security level zero.

JASON, THE SERVICE PROGRAM TECH  
SUPPORT

Level one, two, zero....

ERIK

What is zero?

JASON, THE SERVICE PROGRAM TECH  
SUPPORT

Probably everything. Levels one, two, three ...

ERIK

OK.

JASON, THE SERVICE PROGRAM TECH  
SUPPORT

After you make changes to names, shifts, anything on that lease we need to...

ERIK

And you know we haven't set it up. We haven't used it once yet.

JASON, THE SERVICE PROGRAM TECH  
SUPPORT

We're going to look at this. Do you have Chrome on your computer?

ERIK

No, we have Firebox.

JASON, THE SERVICE PROGRAM TECH  
SUPPORT

Firebox... still look at other browsers...

ERIK

But mostly it's used on the tablets.

JASON, THE SERVICE PROGRAM TECH  
SUPPORT

The problem with the browser, so you can download Chrome...

LENA

Are you saying that everybody...

JASON, THE SERVICE PROGRAM TECH  
SUPPORT

After you download the app and the webpage apps you can use  
it with web devices, tablets, anything... .. probably going to  
get some errors.... updates...

LENA

Wait. What are you updating?

ERIK

Are you updating now?

JASON, THE SERVICE PROGRAM TECH  
SUPPORT

Right now you have incompatible [unintel] so I'm going to  
have to update--

ERIK

Wait, you're only updating The Service Program? Because we  
have problems, we lose our bookmarks on updates.

JASON, THE SERVICE PROGRAM TECH  
SUPPORT

Give me two minutes, I'll update it.

LENA

I want to make sure... Most software that I've used says don't  
use Chrome...

(LENA, ERIK and ALEX are waiting while on hold)  
Meanwhile my phone is so screwed up from that update. I  
couldn't do wifi in the house. And then when I send pictures,  
I got... it's like there's something wrong with my eyes?

ALEX

Wait till I get my Google Glasses.

ERIK

This Park Boston app... Do you have that? It's awesome. You just go, like you're on Newbury Street... But this app is great. Not only that, from the time you do it, it says, "you have ten minutes left on your parking meter" and it asks you "do you want to extend?" Pretty cool.

LENA

How cool is that.

ERIK

And you don't have to put in your credit card information, it stores it.

JASON, THE SERVICE PROGRAM TECH  
SUPPORT

Are you still there?

ERIK

Yeah, we're here.

JASON, THE SERVICE PROGRAM TECH  
SUPPORT

Hold on one second... .. OK... OK...

LENA

Is there a list of what has to be done before so we won't get error messages?

JASON, THE SERVICE PROGRAM TECH  
SUPPORT

... Well, normally.... There's been a lot of changes to the app, so...

LENA AND ERIK SIMULTANEOUSLY

Oh, great!

ERIK

So my question is, how does it know...

JASON, THE SERVICE PROGRAM TECH  
SUPPORT

Right now you log into My-Customer-dot-com...the app.. with any account that you log into the desktop with... the core file... which are the users.... the items ... will all be together...

completed work that day... you don't have to .. you just need to simply...

LENA

So we're talking about the person syncing from their desktop at the office?

JASON, THE SERVICE PROGRAM TECH  
SUPPORT

Right, the person in the field will never have to sync. As soon as they've entered the information at their desktop they've recorded it.

(long wait again while JASON has them on hold;  
they sit and joke around.)

JASON, THE SERVICE PROGRAM TECH  
SUPPORT

...talking in audibles? or watch a video? I'll be right back!

(while holding, ERIK, LENA and ALEX watch  
something on an iPhone placed on the desk  
between them, that emanates lively pop music)

ERIK

If he unzips his pants, I'm out! it starts out...

(hysterical laughter)

LENA

Oh, look!

FEMALE FROM IPHONE VIDEO AD

and it will not spill a drop!

ERIK

Honey, your big break is not coming!

CINDY

Oh. My. God.

ERIK

Are you going to come over and record it?

JASON, THE SERVICE PROGRAM TECH

SUPPORT  
(sound of JASON picking up on speaker phone)

ERIK  
Jason? Hi.

JASON, THE SERVICE PROGRAM TECH  
SUPPORT  
Log in and look at the app. You are now set up with the app.  
Bounce around and use it and then tomorrow you can ask me  
questions.

ERIK  
OK, what time?

JASON, THE SERVICE PROGRAM TECH  
SUPPORT  
How's tomorrow at three pm Eastern?

ERIK  
If we need a little more than thirty minutes, will you give  
us extra?

JASON, THE SERVICE PROGRAM TECH  
SUPPORT  
I'll give you a full hour. Go ahead, play with the app, beat  
it up, and we'll talk tomorrow.  
(hangs up)

CINDY  
I just gotta work order? I don't know what it is.

ERIK  
OK, Jason probably did that. He was working in The Service  
Program. We're going to play around with it tomorrow and  
call him at three.

(office sounds segue: hum of voices/machines)

CAROL  
(to ERIK)  
Rear vision camera?

ERIK

They're putting them in all the trucks now. Rear cameras are going to be mandatory for all trucks. Probably because people are too friggin' fat to turn around. I have one though. I love it!

(office sounds segue: hum of voices/machines)  
(March 17, 2015, Saint Patrick's Day)

(ERIK and LENA are in ERIK's cube)

ERIK

You can scan it in and it translates it right in front of you. It's tomorrow, our appointment at 10:30, right?

LENA

Yes.

(office sounds segue: hum of voices/machines)

LENA

I thought about it all morning and I wore all black. My eyes are green.

CAROL

It just brings me back to the main screen again. It won't let me in!

LENA

I have no idea.

(goes to CAROL's cube and stands behind her  
looking over her shoulder)

(office sounds segue: hum of voices/machines)  
(ringtone)

MICHELLE

Hey, that's my line!

(picks up phone)

Hello!

(hangs up)

Where'd it go? It was my line.

(mumbling to herself)

...messages

COMCAST MESSAGE RETRIEVAL VOICE

Welcome to the Comcast--

(MICHELLE hangs up)

COMCAST MESSAGE RETRIEVAL VOICE

Welcome to the Comcast Cust--

(MICHELLE hangs up. ringtone)

MICHELLE

I know that's me.

(another ringtone, she picks up the phone)

Hi, this is Michelle, may I help you?

(hangs up)

I don't know how to work my phone.

(mumbling to herself and typing at her  
computer)

...busy...

DIANE

Lena, do you know how to fix this machine so the return  
address shows in the window? For some reason it's shoving  
them too far down in the envelope.

LENA

After lunch.

(office sounds segue: hum of voices/machines)

LENA

It was the way that we clicked on it, that it was one place  
rather than the other?

(office sounds segue: hum of voices/machines)

ERIK

(in CINDY's cube)

OK Michael, take a picture on your iPhone and text it to me.

CINDY

(mumbles question to ERIK)

ERIK

How do you save it? Go to submissions. Try to resend it.

CINDY

No.

LENA

(to ERIK, as she is looking at website of a software company that makes an app she is buying that will interface with The Service Program and Quickbooks)

There's like a ton of them about how you do workflow. This is sort of like everybody that they've done. I think like every customer they've worked for... They must build them like they did for us, and then upload them. There's not a lot on dispatch, because it's so new. I'd pay them to build it for us.

(to TEST HUMAN/PARTICIPANT-OBSERVER)

Test Human/Participant-Observer, the company that we're working on so we can have guys do their work orders from their iPhones and tablets calls work orders "submissions." Can you believe that? It's like 50 Shades of Gray.

(to ERIK)

I think that should go on the Service Program, if they ever were to get the fucking times to work in an easier manner -- don't want to pull them apart... They should be able to enter a frequency, whatever we decide it is. But that should really go under The Service Program. They've been around for a long time. I went back like five years-- window cleaners, boat safety, [other service businesses]. I just wish their playlist was separated by form and how to do things.

(she starts the tutorial on her computer)

APP TUTORIAL VOICE

... a second copy goes to accounting. The third copy goes to the operations department.

(abruptly cuts out)

LENA

How weird that that guy Michael...

ERIK

..so stuck

LENA

Oh, the GPS things is totally... one of those things like

having to put your initials in every time?

ERIK

Want to see his text?

(showing LENA a text on his iPhone)

S-M-H. I had to go to the urban dictionary. Shaking My Head.

LENA

(pause after looking it up on her own Phone)

Meanwhile you're in good company, fifty million people have asked what it means.

(office sounds segue: hum of voices/machines)

LENA

I'm going to order it from Amazon right now.

(reading text from the Service Program Tech Support)

"If you give me the user name Cindy's using and admin..."

ERIK

I think we had changed it.

LENA

(she and ERIK are working on providing information for creation of the new app)

No. You want to send me that file? Did you say you saved it in a CSV file?

ERIK

I didn't save it. But I can do it again. I'm not really sure how to do it, but if you go to one of Tracey's buildings... customer list...

(ringtone)

LENA

You can send it to me or to her.

ERIK

The fields don't necessarily line up with what we customized yet. So I have the task, the T# from The Service Program. Full name, description of work. There are these other fields. I don't know how we're going to use them?

LENA

Hold on. Why don't we--

ERIK

It's just one more thing, another field. Cindy says she puts it in the body ...

LENA

I would maybe not put in the task number from The Service Program.

ERIK

We might want to do a search on it though. The submission comes back...

LENA

So do you want the task number to go into the work order field? So that's there already, right?

ERIK

In the canvas.

(DIANE is in MICHELLE's cube)

COMCAST MESSAGE RETRIEVAL

Welcome to the Com--

DIANE

It's telling you to enter a password. Did you set one up?

MICHELLE

No.

DIANE

Then you can't get it. Let's try again.

COMCAST MESSAGE RETRIEVAL

Welcome to the Comcas--

DIANE

You need a password. It's not set up. So you can't get in.

MICHELLE

I can't retrieve it? What did he say?

DIANE

He was just like, she asked me to call back. You need to set up a password. On your account.

(office sounds segue: hum of voices/machines)

LENA

When you're ready, the naming thing, I can tell you how to name it. Log into Canvas website, then click on My Account.

ERIK

OK.

LENA

Click on the orange button that says manage reference data. On that page you will see reference data you've already uploaded.

ERIK

None yet.

LENA

So what we've taken out of The Service Program should match--

ERIK

Is this just going to live in a file? Is it going to be there?

LENA

I think they're just going to upload. That's why it has to match the fields in The Service Program. So it might be a few more fields? But at list we'll have more options to search on. Let's look at what information's there so if we were searching for stuff...

(she goes to ERIK's cube. They confer there quietly at the monitor for a half hour)

(to CINDY)

What did you say you go in as CINDY?

CINDY

78QuickFix.

LENA

It's not even... uh...

ERIK

There's no Admin.

(he starts up the App tutorial)

APP TUTORIAL MAN

And the work order... can be confusing... So I can find it in any one of those buckets with this filter, and if I know exactly which one it is, I... .. Quickbooks... On thing I should point out here is...

ERIK

It's a shame that The Service Program one sucks.

LENA

... We went through the training on it three times. Stop it!

ERIK

I hope it tells us... Service Auto Pilot told us that three times. And if we change from it some day, if we did outgrow it...

(office sounds segue: hum of voices/machines)

(ERIK is at CAROL's computer. She is looking at a diet website)

CAROL

I'm reading this diet thing...

ERIK

What is it?

CAROL

This says twice. And dinner it says the same thing. Hold on. Green tea or natural sweetener...

ERIK

Stevia?

CAROL

I don't see honey here.

ERIK

No pork or beef. It's a cleanse! No coffee, no tea.

CAROL

So ten days is the problem. I don't have to eat like a pig, I don't have to go crazy, but I have to have breakfast. You can have eggs... Food options... OK... So complex carbohydrates, here's what you can have. Look it! I like tortillas!

ERIK

What?

CAROL

These are food options. Am I like imagining things? Fats. It's says you can have six to eight a day... Organic apple or pear.

ERIK

It must be -- on a shake day, no.

CAROL

Do you have a shake every day?

ERIK

I have no idea.

CAROL

And you can have lemon water.

(office sounds segue: hum of voices/machines)

CINDY

OK, which one is it? It doesn't say.

ERIK

But they do have work order numbers now. Oh, that kind of stinks too. What's that in orange?

CINDY

Delete submission. But I think it goes by the time...

ERIK

There it is. Look at the time, it's there too. "One technician, the time" Now you can bill it! Not bad, for the first day. Perfect. Alright so that's good. That's good. A

couple of things about it are frustrating, we're going to ask questions tomorrow.

CINDY

What time?

ERIK

Two o'clock.

CINDY

So he needs to go back for a touch up paint, so I have to enter again?

ERIK

Oh. That's a question for tomorrow.

CINDY

We already did a submission. No way yet. We're going to have a class tomorrow and see how that's going to work.

CAROL

We're going on a special diet.

CINDY

When are you starting?

CAROL

Thursday.

ERIK

Really?

CINDY

It's going to smell.

CAROL

Oh, like you shit roses. Who's kid was that, who wouldn't go to the bathroom?

(office sounds segue: hum of voices/machines)  
(March 19, 2015 - dramaturgy reference)  
(LENA enters office through rear door, stopping  
at CINDY's cube)

LENA

I study software programs, and I read about them and I play with them... That's what I do. I'm going to download it, I want to see how it works with Quickbooks. The other one you upload to Quickbooks Online, but I looked at Quickbooks Online and it's not the same as our version.

CINDY

That would be crazy!

LENA

(showing CINDY on her iPhone, tone is excited, upbeat)

You can go into products and services? And price? We can put in ... OK, so... OK, so... And you can cancel at any time... OK... (continuing around to her own cube and sitting down at her monitor)

CINDY

I want to see how it goes to the cellphone.

LENA

Here! See? You can go in as MPetrov 78perfection. I'm just adding you right now. What's your cellphone number?

CINDY

Six one seven--

LENA

Six one seven--

CINDY

Eight five six--

LENA

Eight five six--

CINDY

Two one six nine.

LENA

Two one six nine.

CINDY

The user will be cleaning?

LENA

Cleaning. I think you can customize what the... OK, so that's five: me, you, Erik, Michael, Victor...

(talking to herself)

... Number of customers... OK, download a CSV... But I want to know-- But I want to see how it's-- So let's see how they...

DISPATCH APP TUTORIAL MAN

(unintelligible droning voice)

(CINDY comes around to LENA's cube, sits next to her and watches the monitor)

MICHELLE

How come it's not printing?

RHONDA

Did you turn it on?

MICHELLE

Somebody turned it off for me because I didn't know it was on.

RHONDA

It's to conserve energy. I'm always in and out so it stays on. Your light is bigger than mine. Mine is a little dot, so sometimes I can't see if it's on or not.

MICHELLE

Just to be prepared, because I didn't know. Now I know that it turns on and off. I learned something new today... Something new... ... OK, I'm workin' on it.

DISPATCH APP TUTORIAL MAN

...sales taxes, job types. Sales taxes... financial... um... in many ways... but it doesn't seem like... no scheduling mismatch... job management... so with integrated ... we've bridged that gap... job management... Quickbooks... the first thing you got to do, you'll find this setting, import from Quickbooks... you know... have to download the web connector. It's a very quick download. Once you're done with step one, download the web connector, log in, and make sure that you... open that... commissions...

LENA

So we--

(after a few minutes, mumbling to herself, she  
calls the App tech support)

I know exactly what I want to do. I want to get it up and  
running. So can I get you to come in and do the Quickbooks  
stuff so I can do the download?

(CINDY gets up and returns to her cube)

DISPATCH APP TUTORIAL MAN

...Quickbooks... see this screen, it says now downloading...

LENA

(still on phone)

Sure! Awesome. OK... That's OK. (laughing) ... .. Yep. I'm here...  
It might be your end... OK. On your online video, the online  
person is saying to me... .. but I only get a connection to  
Quickbooks Online... .. Yep... .. Yep... .. I'm here... ..

LENA

No problem, go ahead. Yep! OK, so I use one eight nine nine  
nine nine four oh four? Oh. I'm sorry. You've got it. You  
got it. Thank you.

(hangs up)

Cindy, want to come back?

(calls App live conference line)

DISPATCH APP LIVE CONFERENCE

AUTOATTENDANT

Welcome! To join me please enter your conference ID and  
press the pound key.

(LENA clicks in her nine-digit conference ID  
number)

DISPATCH APP LIVE CONFERENCE

AUTOATTENDANT

You will now be placed into the conference.

DISPATCH APP LIVE CONFERENCE TECH  
SUPPORT

OK, let me... Let me get my... give me a second.

LENA

OK, no problem.

DISPATCH APP LIVE CONFERENCE TECH  
SUPPORT

Now I can... here... thanks for your patience. You just signed up for trial, is that correct?

LENA

I'm ready to go. I did the trial, I signed on five users. I just want to upload information from Quickbooks and play with it. But I only have the option to do Quickbooks Online.

DISPATCH APP LIVE CONFERENCE TECH  
SUPPORT

OK, have you gone to settings?

LENA

Yes. I'm seeing your screen. Wouldn't it make more sense for you to look at my screen?

DISPATCH APP LIVE CONFERENCE TECH  
SUPPORT

OK, I just have to log in to your account. Usually I just walk through with my demo.

LENA

Do I need to log off mine or can you get in while I'm on it?

DISPATCH APP LIVE CONFERENCE TECH  
SUPPORT

You can stay logged in. And I have your permission to log into your account?

LENA

Yes.

DISPATCH APP LIVE CONFERENCE TECH  
SUPPORT

OK, right. What's your password?

LENA

Password is cleaning... Pearlstein...78perfection.com, and then cleaning.

DISPATCH APP LIVE CONFERENCE TECH

SUPPORT

Is it a capital C or--?

LENA

Yes.

DISPATCH APP LIVE CONFERENCE TECH  
SUPPORT

So you're trying--

LENA

I want to connect [upload?] Quickbooks, is that the wrong place? I get that and it only allows me to get into Quickbooks Online. And with the screenshot with the online guy, we saw something totally different from this.

DISPATCH APP LIVE CONFERENCE TECH  
SUPPORT

So you're on line with your--?

LENA

Desktop.

DISPATCH APP LIVE CONFERENCE TECH  
SUPPORT

(long pause)

And who did you speak with earlier, do you remember?

LENA

It was like someone who came up on the live chat, his name was John.

DISPATCH APP LIVE CONFERENCE TECH  
SUPPORT

Got it. ... What you see on my screen, this is what your home screen looks like. OK. So when you're in your desk account, all of these here...

LENA

Well, how do I get to this? This is sending items to Quickbooks, I guess what I should be doing is the customer setup? So I really should be using the customer input?

DISPATCH APP LIVE CONFERENCE TECH  
SUPPORT

Initally, yes.

LENA

It's funny because the video says to click on Quickbooks,  
not the customer...

DISPATCH APP LIVE CONFERENCE TECH  
SUPPORT

Give me a second. ... .. You have your Quickbooks information?

LENA

My Quickbooks is open.

DISPATCH APP LIVE CONFERENCE TECH SUPPORT

I'm going to pass you the mouse. You have the mouse so you  
can log in.

LENA

My Quickbooks is open. How do I log in if I'm already in it?

DISPATCH APP LIVE CONFERENCE TECH  
SUPPORT

I can't see it. Wait a second... .. Hello, Debra, go ahead  
and set... where it says "waiting for you to accept the--"

LENA

Right, but where do I? OK. So maybe download this at BL-MS.  
com?

DISPATCH APP LIVE CONFERENCE TECH  
SUPPORT

Yes.

(long pause)

OK, wonderful. Alright, so now I'm in your... where?

LENA

Do you want me to bring up Quickbooks?

DISPATCH APP LIVE CONFERENCE TECH  
SUPPORT

Yeah, bring up your Quickbooks. Alright. OK, so Debra, from  
here--hold on one second, my supervisor's going to jump on,  
because he's the Quickbooks expert.

MIKE, DISPATCH APP LIVE CONFERENCE

TECH SUPPORT

Hi Debra, my name is Mike. How are you? [If I can answer any questions...]

LENA

I don't have any questions , except how can I connect my Quickbooks... If you have anyone who can answer that?

MIKE, DISPATCH APP LIVE CONFERENCE  
TECH SUPPORT

Alright, so basically... you're trying to link up with Quickbooks so you can go to your account.

LENA

Yep.

MIKE, DISPATCH APP LIVE CONFERENCE  
TECH SUPPORT

Go to... See where it says Quickbooks?

LENA

All that does is connect me to Quickbooks Online.

MIKE, DISPATCH APP LIVE CONFERENCE  
TECH SUPPORT

Go back to the... Actually, can I have mouse control?

LENA

Go ahead. Take it away.

MIKE, DISPATCH APP LIVE CONFERENCE  
TECH SUPPORT

(long pause)

OK, I just requested... There we go, perfect, thank you. This.... that... We need to switch this over to desktop Quickbooks, to do that is, we go to settings, to add-ons, scroll down near the bottom... They don't like your mouse!

(nervous laughter)

.And then we come back up to settings, and this is basically... it'll default to the online unless you select it, and now we'll be able to...

LENA

Alright. Perfect. I had to go to three people to get it.

MIKE, DISPATCH APP LIVE CONFERENCE  
TECH SUPPORT

I apologize for that. We'd rather be much faster about it.

LENA

That's, OK, at least I got an answer. Sometimes you don't.

MIKE, DISPATCH APP LIVE CONFERENCE  
TECH SUPPORT

We'll give you a shout back, just to see how things are going. OK. Thank you.

LENA

(hanging up, and calling out to the whole office)  
Can you guys log out of Quickbooks for a minute so I can...?

(office sounds segue: hum of voices/machines)

TEST HUMAN/PARTICIPANT-OBSERVER

Are you still needing us out of Quickbooks, Lena?

LENA

Yeah, but I'm going to get out. For some reason... .. I'm going to... uh... You can go back in. I'm going to go back to the video to see what's going on here.

DISPATCH APP TUTORIAL MAN

In this video, I'll show you how easy it is to import the Quickbooks from your desktop... You'll notice... First open up Quickbooks; next, open up... Select Quickbooks import, select download. Once downloaded, check the box, update--

(abruptly cuts off)

In this video, I'll show you how easy it is to import the Quickbooks from your desktop...

(volume suddenly lowered to a drone)

...Next, follow the onscreen instructions ... Once downloaded, check the box that says update--

(abruptly cuts off. silent pause)

LENA

(talking to herself)

Somehow I... something to do with the address...

CINDY

(offering LENA a goodie)

Lena, want to try one?

LENA

Yes.

CINDY

Are you on a diet?

LENA

Always.

CINDY

Are you guys supposed to start today?

LENA

(silence)

(office sounds segue: hum of voices/machines)

LENA

(on phone, then hangs up and speaks to office)

LENA

It's Mia. Her heart's beating, but her eyes are dilated. It could be brain damage or something. I don't know what that means... Rachel say's we have to take Zoe to Angel Memorial to have her fixed, so if anything goes wrong...

(office sounds segue: hum of voices/machines)

(LENA and CT and CINDY are looking at something on CINDY's monitor)

LENA

I'm trying to get the customers in to see how that works. Then they're going to call me, and... uh...

CT

She looks weird... Lady Gaga... they did one of those things where you run into the ocean when it's really cold? That's the most normal she's ever looked.

LENA

How can you say she looks weird? She always looks weird... I can't stand her. When she did that Oscar's thing?

CT

The Sound of Music?

LENA

Yeah, it looked like she was wearing a cleaner's outfit.

CINDY

She's out of her mind.

CT

She knows how to get attention, that's for sure!

(office sounds segue: hum of voices/machines)

(LENA is on phone with THIRD DISPATCH APP LIVE  
CONFERENCE TECH SUPPORT)

LENA

(calling out to entire office)

Can you guys get out of Quickbooks so I can...

(returning to phone)

I have two screens, so whatever you just did...? That didn't  
happen before.

LENA

(happy laughter)

And that's in Firefox. Does it not work in Internet  
Explorer? ... OK... OK... Can we download something? Sure. ...  
And then it would say error, something about going into  
Quickbooks... ... and it was set to allow things to go in. You  
know the first two things to click on? All of that was done  
correctly... ... I have another Quickbooks company? I don't  
know if that's interfering with it... ... Yeah, me too...

TEST HUMAN/PARTICIPANT-OBSERVER

Are we allowed to go back in?

RHONDA

I don't think so.

LENA

... No problem. Also, if you could find out about that CSV  
file and let me know. Yup. Alright... That makes sense... I  
definitely agree with that. 'Cause we're like psyched to use  
it, but our hands are tied because we can't get our stuff in.

CINDY

(coming around to LENA's cube)

We want to play!

LENA

Yup... Yup... Yup... OK... Yup... Sure... No problem. OK, great. Thank you very much.

(hangs up. Goes around to CINDY's cube)

"Oh, I've never seen that before!" Of course you haven't. But I will say they're very responsive. She's going to bring in the engineers. It's only one day. So. And once they do this, we'll be able to import all our customers. Another thing I want to know, if you look at the dispatch thing, it has us as admins. I wonder if there's a way we can shut that off. Especially because it's alphabetical.

(heaves a heavy sigh)

I think we should have coffee with a little something in it. There's a liquor store over there, and I'm old enough to buy something!

TEST HUMAN/PARTICIPANT-OBSERVER

Lena, can I get back into Quickbooks?

LENA

Oh, I'm sorry! I forgot. I'm waiting for them to call me back.

(returns to her cube to exit software, returns to App tutorial)

DISPATCH APP TUTORIAL MAN

In this video, I'll show you how easy it is to...

(volume lowers, droning voice)

... And this is a huge timesaver!

(audio cuts out)

MICHELLE

Lena, when you get time, could you help me set up my voicemail? Because when I get calls, I can't retrieve them.

LENA

(on phone)

Wait a minute.

CINDY

Are we going to be able to play on it?

LENA

This is ridiculous. Get somebody who knows how to do it. I

installed the connector.

(to CINDY)

I have to send them all the stuff. I'm like, I can't do this. It's just like ridiculous. Yeah, I'm going to send them, they're going to try it on theirs, and then what? That's ridiculous. Send them my files and they play with it over there??? OK, I'm going to try this one more time.

(to the entire office)

Can you all get out of Quickbooks? Diane, can you get out?

DIANE

Yeah, I'm just doing an email.

LENA

OK. It says you're still in.

DIANE

OK.

(going into MICHELLE's cube)

Did you double click on time in the calendar?

MICHELLE

Maybe that's exactly what I didn't do. I didn't double click it... Calendar... Time...

DIANE

That's the only field where you double click.

MICHELLE

Want some chocolate? I got this on sale for two-ninety-nine. What kind do you want? Coconut? Thank you for your help. On their name? It says subject, is that where I put Erik's name?

DIANE

Subject is... what, an appointment? Now, address. And then you send.

MICHELLE

I was in a shared drive. Is there any way to pull that shared drive back up?

LENA

Test Human/Participant-Observer, what's your password? On

admin?

TEST HUMAN/PARTICIPANT-OBSERVER

Isn't it 78perfection?

LENA

I don't know.

TEST HUMAN/PARTICIPANT-OBSERVER

Yeah, 78perfection.

DIANE

You're doing copy, not cut.

MICHELLE

Well, why does it look like it's cutting?

DIANE

Double click.

MICHELLE

It's done. Thank you, thank you, thank you... danke shein...  
thank you.

(CINDY goes to LENA's cube and sits behind her  
looking at the monitor)

LENA

I'm in single user! I'm in single user. Here, look... Oh. How  
did that happen? Ah...

(heaves a long sigh)

I'm going to have to figure it out on my own.

(ringtone)

DIANE

Lena, are you waiting for Matt?

LENA

(picking up phone)

Hey, Matt, how are you? I might have just figured this out  
on my own. I've just got another program, and I'm having  
the worst time with the web connector. Uh! I got.. I've  
talked to three people, but I think I've finally... So I'm  
on a Quickbooks web connector, and I'm clicking on the

application. Should I click on autorun? Would autorun mean it's going to do it automatically? As opposed to me sending it? Now it's asking me for a password, I assume it's asking me for... Quickbooks password? ... Not admin, just 78perfection. Yeah, yeah, yeah... Total progress is at zero. OK... Alright... I've gotten further than I've ever gotten before. If you get to a computer before four o'clock, call me. Awesome! Thanks, Matt.

(hangs up)

(talking to herself)

It says add application, but I'm already adding this. I don't want fucking MS, that's not going to help me... I think I want... maybe the... Now it's progress one-hundred percent! We are good!

CINDY

Simple...

LENA

OK, so the application process--

(LENA and CINDY continue to confer sitting at the monitor)

LENA

But how do I then get that in? Hold on for a minute. No. But that's for bringing it to Quickbooks.

(ringtone)

DIANE

You're cutting out. M Help Desk? M Help Desk Deborah??

LENA

Hello... Yeah! ...sort of muddled through it, I can't really think about anything else. .. can get this to work... bye.

(hangs up)

Urf! They're all here!!

CINDY

They are?

LENA

I guess what we did? Brought them over. This has name, email, phone, address... This must be like mailing address. The thing I sent had sixteen items? I mean, that's good

enough, but I... So I guess maybe that's the way it puts it in. It's just a question of.. I think you can add boxes to like fill in stuff. So, at least we're that much further. I guess we could put in some jobs tomorrow and see how it... .. dashboard... Then tomorrow we can start playing around with it and have questions. We're not staff team, we're admin.

(to entire office)

Oh, by the way guys, I'm sorry, let me get out of this... OK, I'm back in multi-user. You can go back in.

CINDY

You gotta click on--

LENA

No, I understand that, but I don't want the admins to be on the calendar.

TEST HUMAN/PARTICIPANT-OBSERVER

I can't log in. I think you're still logged in under my password.

LENA

Log in as Debra. No password.

(office sounds segue: hum of voices/machines)  
(March 24, 2015 - dramaturgy reference)  
(the table is covered with a set of diet products from Agenix: a big can of whey protein, wafers, pills, energy drink tubes and snack bars)

MICHELLE

Sometimes my phone gets stuck on a busy signal. I call someone and it rings busy, then I try to hang up, and it won't hang up. I click back on the phone and it's still ringing busy. And that happens two or three times. I can't hang up. Or I get one ringtone, then it switches to another sound. All different variations. It's so weird.

(office sounds segue: hum of voices/machines)

MICHELLE

You guys were hysterical yesterday with that fasting program...

ERIK

You missed when Maury threw me a snack... There was food in the air.

LENA

I'm not hungry...

MICHELLE

Some of those things smell like candy.

LENA

I put sweetener in.

(office sounds segue: hum of voices/machines)

MICHELLE

I'm not hallucinating. I put in all the detail.

ERIK

You couldn't find something in Pipedrive? We'll check it.

MICHELLE

I know I've put an email address and it disappears.

ERIK

Can you show me?

MICHELLE

I didn't write it down.

ERIK

Well, the next time it happens, let me know... I feel like the post office is making long lines on purpose.

LENA

They're trying to save their jobs.

ERIK

They have a little smirk on their faces. It's a slow down.

MICHELLE

I got an appointment! I could burst into song! That's what I do at home. I can't sing, but I do anyway.

(singing)

I feel happy! Oh so happy! And so funny and charming and--

DIANE

Gay?

MICHELLE

Yeah. I could sing that.

(leaves to smoke a cigarette)

LENA

(going into MICHELLE's cube)

Michelle's voicemail's not working?

COMCAST MESSAGE RETRIEVAL

AUTOATTENDANT

Welcome to Comcast Business Services business portal. Please enter your passcode followed by the pound key. If you are not at your phone press asterick.

DIANE

She can't get into it.

COMCAST MESSAGE RETRIEVAL

AUTOATTENDANT

Welcome to Comcast Business Services business portal. Please enter your passcode followed by the pound key.

LENA

But it has a password on it somehow.

COMCAST MESSAGE RETRIEVAL

AUTOATTENDANT

Welcome to Comcast Business Services business portal. Please enter your passcode followed by the pound key.

(LENA enters a passcode)

This passcode is NOT valid. Please enter your passcode followed by the pound key.

(LENA enters a passcode)

Welcome to Comcast Business Services business portal. Please enter your passcode followed by the pound key.

LENA

(returning to her own cube)

So I got to go into the...

(MICHELLE re-enters the office)

LENA

You never set a password on that. Don't you think?

MICHELLE

Right.

LENA

(returning to MICHELLE's cube)

OK. Got to figure this out.

COMCAST MESSAGE RETRIEVAL

AUTOATTENDANT

Welcome to Comcast Business Services business portal. Before you can use your portal you must create a new passcode.

LENA

How about 1-2-3-4-5-6?

COMCAST MESSAGE RETRIEVAL

AUTOATTENDANT

Please enter your password again.

(pause)

Password has been changed successfully. To listen to your messages press one...

LENA

1-2-3-4-5-6 -- That's easy!

(returns to her cube)

MICHELLE

OK.

COMCAST MESSAGE RETRIEVAL

AUTOATTENDANT

To replay this message press 3

To send a reply press 4

To forward this message press 5...

MICHELLE

Oh no!

COMCAST MESSAGE RETRIEVAL

AUTOATTENDANT

Welcome to the Comcast Business Services business portal--

MICHELLE

Lena, Erik sent me an audio voicemail to my computer but I don't have speakers.

LENA

I have no idea.

MICHELLE

I imagine I have to plug something in or something?

LENA

Why don't you forward it to me?

(coming to stand behind MICHELLE at her monitor)

Should be DB.

MICHELLE

Oh, great! OK. Forward to DB. Oh! Not in there.

LENA

I-C-K.

MICHELLE

Oh! Where are you? I sent you.

LENA

I could probably open it on my phone maybe.

ANDREW'S VOICE MAIL ON LENA'S  
IPHONE

Hi Michelle, this is Andrew returning your call..

MICHELLE

How did it get to Erik?

LENA

I don't know.

MICHELLE

I still haven't found that company, the Wynn company. Is there any way to tweak Pipedrive so I can search for a company?

LENA

Erik probably has to set it up. Why don't you just set up a new one.

(calling across to ALEX)

Alex, do you have any computer speakers?

ALEX

(to ERIK)

Oh my god. Look at this, how can you lose weight?

LENA

(to RHONDA)

What's that you're chewing on?

RHONDA

A nutty butter.

LENA

Mmmm...

RHONDA

How long are you on it for?

LENA

I think it's ten days. I have my limits.

(office sounds segue: hum of voices/machines)

CINDY

(on phone)

That's supposed to be done automatically... And it's not shutting off... OK, do you know how to do that? OK. Yeah, of course...

(laughter)

LENA

(on phone with MHELPDESK TECH SUPPORT)

OK, so there's an issue with exporting from MHelpDesk to Quickbooks when the company is a parent company. I can't change that, because the account numbers are directly brought over from Quickbooks... Sure...

(long pause)

Customer... What products have an account number? That's a

funny question to ask. The customer list was imported from Quickbooks. We can get an invoice, but when we send it back into The Service Program, we get an error with the account name... Sure... There's a customer and an account number, what the hell?

(to CINDY, as she holds)

I love the music on these phones. Are you writing Test Human/Participant-Observer?

TEST HUMAN/PARTICIPANT-OBSERVER

Yes.

LENA

Yup... Sure... When we use a parent company... No, I think'ts.. OK, so do you want to do like join me or something? It's asking me for a code. 9-1-6-1-2-0-5-1-5?

ERIK

Delicious, right?

LENA

OK, OK... So this is the main customer, Brookline Development, and then this is a job under it, and you see how it comes over -- so that came over to MHelpDesk correctly, and I know that... I can't change it. .. Yup.

(to ERIK)

I'm talking to them about that colon problem, Erik. First I thought I'd just do it separately in MHelpDesk, but when it goes over to Quickbooks it creates a new customer.

ERIK

I wonder if there's a setting in Quickbooks.

LENA

I know it's just that, because I took it out and it worked perfectly.

ERIK

Oh. I'm so hungry...

LENA

(on phone again)

It's probably something in the company name. I don't know how it works from HelpDesk to Quickbooks, I mean what's the main account number? There actually is a job on the HelpDesk

side that's not billed... I don't know, I'm just trying to enter... add an item? ... OK. It's a little confusing. Oh, right. I got it. Not a problem. OK. No problem.

(to ERIK)

I'm thinking we're going to have to reimport using customer names.

ERIK

I think customer name is the wrong thing, I think job name.

LENA

(on phone)

On HelpDesk? It's LPearlstein, 78perfection, and the password is cleaning.

(on hold, turning to ERIK)

What were you saying about the name?

ERIK

I think it's the job name in Quickbooks.

LENA

If all the customer names are account numbers without the colon, and Quickbooks recognizes it like that, it might work. We recreated the situation and he sees the error. If that's true and all of these have just that and nothing else, I'm thinking we can re-import.

ERIK

No, customer name is just the address.

LENA

I can't check right now, because he's on my computer. Company name under address info is just 228 Corey Road. You know how there's payment settings? If you go into payment settings? If that field was recognized and Quickbooks could know where to put it... But I don't know. It doesn't make sense that they wouldn't have run into this repeatedly, because I think a lot of people use that feature. Now. What are you eating? What's all that food you're eating?

ERIK

Chicken, salad and an apple.

LENA

You can have all that, and then you'll have a shake tonight?

ERIK

It's a shake or a meal.

LENA

And you don't have to have two shakes tonight?

ERIK

No.

LENA

(back to phone)

Anything that's not part of the parent company? OK, because the company name is the actual location of the building... I mean this must be a problem with using parent companies in Quickbooks, because a lot of people do... And do you have a timeframe on... We're holding off and running two systems. We may have to go down another avenue, because we're too busy to... .. It's sitting in the cloud. Wouldn't you have to take over to do that? ...

LENA

How do I get back to you? Give me that website. OK. OK, and your email? OK... OK... Mine's Debra with a capital D. Yup... OK... Great... OK, great... Than you... Sure. Bye bye.

(hangs up, heaves a loud sigh)

Of course, I'm already working on another software. Just in case.

(TO TEST HUMAN/PARTICIPANT-OBSERVER)

Can I log in as admin for a minute?

TEST HUMAN/PARTICIPANT-OBSERVER

Can you get in now?

LENA

Yes... Ah! I have to switch to single user.

(to entire office)

Can you guys get off? Cindy, Diane, Rhonda? Cindy's the worst. Somehow it takes the longest. Oh! I see Cindy, she's gone. It's Rhonda now.

DIANE

I'll sign her out.

CINDY

Lena says she feels so light, so skinny!

LENA

Oh, I'm floating around. My pants are falling off me. In one day. According to this a company file has not been created.

(coming into TEST HUMAN/PARTICIPANT-OBSERVER's cube)

Can I sit at your desk for a second. It's asking me to use a certain desktop. I went in as admin. I don't know why it... Oh...

TEST HUMAN/PARTICIPANT-OBSERVER

What's the essence of this diet? What's the theory?

ERIK

I don't know.

TEST HUMAN/PARTICIPANT-OBSERVER

Have you lost weight yet?

ERIK

I'm only on day three.

TEST HUMAN/PARTICIPANT-OBSERVER

Is it working on my desktop?

LENA

It's going into it. I don't know if it's asking me to do it on your computer? It might be the server, in which case I have to get Matt to do it. It might be, I'm just not sure, so I'm trying... If I have to do this from the server, I can do that from in there, can't I? Because it told me to go to a certain desktop and it might be that one because that's where the data sits.

(reading off iPhone)

"Try creating the new portable company from the server."

(to ERIK, going to stand in front of the server)

Do you know how to sign in on this? Oh... Is it PCS1 or Administrator?

ERIK

I think it's bookshelf. I don't even know why we have passwords on that.

LENA

I know, the guy asked me for my password, and I said I don't have one, and he said, "What?" and I said I don't have one. Actually, maybe he can just do it. If he can create a portable file? If we can get into the server, I guess we can do it. What's an ABM number?

ERIK

I don't know.

LENA

Me neither.... OK.

(she returns to her cube and types at her monitor, then heaves a sigh.)

Is it Bookshelves? Bookshelf?

(to the entire office)

Alright you guys, I didn't mean to kick you out for so long. So what else is new?? I mean, they have to fix it, because everyone who uses parent companies is going to run into that problem...

LENA

(checking her iPhone)

Nothing from Matt yet.

ERIK

Oh, is he in Asia?

LENA

No, he's back. Test Human/Participant-Observer you can go back in in multi-user? They're going to have to fix it. There was something else after Bookshelf, wasn't there? Wasn't there a password book started under Diane's trusty hands?

ERIK

Capital B.

(on phone)

Do you know the password for the server?

TEST HUMAN/PARTICIPANT-OBSERVER

(reading off her monitor)

"Quickbooks is unable to open this company file. It may have been opened by another user. You should ask that user to switch to multi-user mode so you can both use the company file at the same time. Error codes -6073, -99001." Who's in Quickbooks?

RHONDA

I AM.

TEST HUMAN/PARTICIPANT-OBSERVER

Can you get out so I can switch to multi-user?

(LENA returns to her monitor, begins to watch software promo)

QUICKSERVE SOFTWARE PROMO VIDEO

If you run a service company, you know how crazy things can get!!!

(volume lowers)

Sign up for a free trial...

ERIK

Matt got back to me. Just wants me to call him, and this is why I don't have the password, because he will never email or text me.

(to MATT, THE IT CONSULTANT on phone)

From the room. Yes. We're just trying to do something in Quickbooks... Yes...

(he goes to stand in front of the server)

Lena, we're in!!

LENA

Alright, so I need you guys to get out again. OK, so everybody's out. Hey, Matt.

MATT, THE IT CONSULTANT

(on speakerphone)

Anything going on with the website? Those guys emailed me and I have to... See this icon at the bottom, Erik? So this is going to pull up the virtual manager. Oh, you don't have permissions, I have to...

TEST HUMAN/PARTICIPANT-OBSERVER

I think you should tape the password to the server.

MATT, THE IT CONSULTANT

You can tape it under the keyboard.

LENA

The whole reason I'm trying to get into this is because I have to send the Quickbooks portable copy to...

MATT, THE IT CONSULTANT

So you're trying to send a portable company? By USB, by email?

LENA

Yes.

MATT, THE IT CONSULTANT

You can do this from your desktop, you know.

LENA

It told me I had to go to a Dell...

(loud simulated keyboard clicking sounds of  
MATT, THE IT CONSULTANT remote control of the  
server)

MATT, THE IT CONSULTANT

Alright, so just to recap here, so when you log in you have the server iphone right here, click on that, I will email you the password... You should be good to go.

LENA

And when I save it to the desktop, can I email it from here?

MATT, THE IT CONSULTANT

No, there's no way you can email it, the file's going to be way too big.

LENA

They said to use WeTransfer.

MATT, THE IT CONSULTANT

On WeTransfer you can send up to 10 gigs free. Save it to the desktop, click on add file, put email address, hit transfer. It will be compressed.

LENA

If it's not going to send the whole file, what's the point of sending it?

MATT, THE IT CONSULTANT

I don't know. Sometimes like if you make an accountant's copy it's different from a user copy? So you've got to look at the different... I don't know exactly what they're looking for.

(sound of water comes through the speaker phone)

ERIK

Aren't you going to flush?

MATT, THE IT CONSULTANT

I was just pouring some water...

ERIK

It sounded like the naked gun!

LENA

(she is leaning over and peering at the server monitor)

LENA

I have to take it into single-user mode, but it's also loading a lot of other things first... Good, it's in single user. So I have to do create a copy, portable, next, save, OK?

MATT, THE IT CONSULTANT

Lena, save it right to the desktop.

LENA

Yes.

MATT, THE IT CONSULTANT

I think a portable company doesn't have like all the history.

LENA

That would be good. So now it's telling me what to do?

MATT, THE IT CONSULTANT

What account did you log in as?

LENA

New Perfection Cleaning Services and admin. It's telling me to create it from something else, but isn't that what we're on?

(to ERIK)

It's telling me to create it on the server.

MATT, THE IT CONSULTANT

You have full rights on here and youre logged in as...

ERIK

Is that information off-site or is it on the machine?

MATT, THE IT CONSULTANT

The Quickbooks file is on the machine.

ERIK

So why does it look like we're logged into a remote server?

MATT, THE IT CONSULTANT

Because it's a virtual server.

ERIK

Is that what's making it think we're not on the right server?

MATT, THE IT CONSULTANT

No. Quickbooks doesn't care...

LENA

So why is this not working? I need to get them this file so they can fix this thing.

MATT, THE IT CONSULTANT

I don't know. Maybe we can do this instead. I don't know what the difference would be, but we can try it. Cleaning, right?

LENA

No, 78perfection.

MATT, THE IT CONSULTANT

See on the server, on the C drive, is where the Quickbooks files are.

LENA

Is it working?

MATT, THE IT CONSULTANT

Can you go into create a copy?

LENA

Click on portable... Yup... Yup... You can say... OK.

MATT, THE IT CONSULTANT

Alright, so it looks like it's creating it. So yeah, so the Q drive is a network drive that you all access, but where it's located on the server is right here. I'm not sure why Quickbooks goes one way or the other. It's going to take two or three hours to upload.

LENA

Really? Nobody else can go on and work?

MATT, THE IT CONSULTANT

When you send them the company file, are they going to send it back to you?

MATT, THE IT CONSULTANT

If you send them the Quickbooks file, if you work, when they send it back you're going to have to re-enter all the information.

LENA

The problem's on their side. We're sending information from this program into Quickbooks. Their program kicks it out if it has a colon. So they're not doing anything to our data.

MATT, THE IT CONSULTANT

Once you're done creating the file, you can go into multi-user mode.

LENA

Now that I think of it, why don't they just create a parent company on their end and figure it out?

MATT, THE IT CONSULTANT

It's going to take an hour or so, 1 one gig file, and it's compressing it down.

LENA

When this is done, I can upload. Do I have to do it from

here or anywhere?

MATT, THE IT CONSULTANT

So you should be all set, just upload it, but if you have a problem, call me back.

LENA

I'll give this thing another ten minutes, if it doesn't work, I'll call them and tell them to create a parent company on their end.

(returns to her cube)

MICHELLE

I was calling Erik. I meant to get Erik. I'm sorry.

(pause as she is transferred to ERIK)

Erik, I need to pick your brain, I went into Pipedrive, input American Compound, and nothing comes up! How can that be? So I go into activities... I put in AS Compound? I change the name? But anyway, I'm typing in America and I'm like? Do you see it? There it is. It's under Americas. You sent me that email? That's where I got the spelling...

QUICKSERVE SOFTWARE TUTORIAL VIDEO

(emanating from LENA's cube)

I can print my invoices, all of the line items. Also we have the ability to surveil the invoice from the...

LENA

OK, you guys can go back in.

MICHELLE

(to DIANE)

Did you transfer it?

DIANE

Yes.

MICHELLE

I don't hear it ringing.

DIANE

Did it go through?

MICHELLE

I don't hear it ringing. Did it go right into my voicemail?

DIANE

It went to you.

MICHELLE

I have a dial tone.

DIANE

I don't know what happened.

MICHELLE

Maybe we should test it.

DIANE

It went right into voicemail. Do you have do not disturb on?

MICHELLE

Now it works. Diane, I have to hit send for it to go through to you? So let me hang up. OK, I didn't know that, I've been using send.

DIANE

If it works, it works.

MICHELLE

Diane, I can't tell if the do not disturb is lit up or not. It looks the same. Call me. Call me... OK, it's not ringing. I can't tell either way. That's kind of weird, though, you need to know if it's on do not disturb. You need to know. Bye! Ok!

LENA

I sent that file, by the way, so hopefully...

ERIK

Michelle, did you see I shared my calendar with you... So you can look at it.

LENA

(to ERIK)

There's another program called Quickserve? But they do a two-way sync with Quickbooks. Do we want to write up a customized form?

ERIK

We don't need to do a customized form.

LENA

Where's the printout from the MHelpDesk about creating a custom form? I printed it out. Here. MHD template design. Simply Three: create 3 workorders within the first week upon purchase. When you're finished, simply email Happy and she'll create a form in your account. It says work orders. Just go into templates, to see what that looks like... Job template. You go into job templates?

(Looking down at iphone and reading text)

"I apologize for the last part of that email... I was trying to let the team know..."

CINDY

(to MICHAEL)

Whatever you sent me, it's not coming to me.

LENA

I'm going to take your email account off and reload it. I don't know why...

(office sounds segue: hum of voices/machines)

CAROL

The shakes aren't bad.

ERIK

I don't like the banana.

LENA

I tell you, one little bit of Splenda in it makes all the difference in the world. ... The way his fast was, if you had a dinner, then you could have a dinner the next night...

(to ERIK)

I cannot believe the amount of food you ate today. I'm sorry, if I ate that, I'd be 50 pounds heavier than I already am.

ERIK

You wouldn't, Lena, there no chocolate, no sugar, it's all low calorie stuff.

MAURY

I ate an apple and I wasn't even hungry.

ERIK

That's probably like 170 calories. You know the size they mean when they say apple? It's like a crabapple.

MAURY

They had chocolate cake, they brought it over. I don't like chocolate, but it was the best chocolate cake I've ever had. It was so moist!

ERIK

Arghh!...Cleanse day foods... Every time I Google it, a ton of people are doing it.

(office sounds segue: hum of voices/machines)  
(March 26, 2015 - dramaturgy reference)

(LENA and ERIK are conferring by the coffee machine)

LENA

...the old school way, the way Service Auto Pilot did it... So I like the web connector better, which is what...

(Loud sound of blender making diet shake)

TEST HUMAN/PARTICIPANT-OBSERVER

Has anyone been having trouble getting into their computer? I can't get in.

DIANE

No.

MICHELLE

Carol had a phone issue yesterday.

TEST HUMAN/PARTICIPANT-OBSERVER

I'm getting Quickbooks with the two ampersands next to it.

DIANE

Close it and open it again and it should open correctly.

MICHELLE

(on phone)

Tony, is it my phone or your phone -- because it keeps

breaking up... Even with modern technology, it happens,  
right?? OK.

(hangs up)

DIANE

There are two programs, by the way.

MICHELLE

(leaning in to her monitor)

Where did it disappear to? It's ridiculous.

LENA

(to ERIK)

Was there something that block training you can't cancel or  
something?

(reading off her iPhone)

"Your block hour is still set up and will expire on April  
third." It's going to expire on the third, and too bad? It's  
already on my credit card and we paid seventy-five dollars  
for it.

ERIK

I don't like that... And she still doesn't have an answer for  
you.

LENA

I think we should probably cancel it anyway, and redo it  
when they get back to us with a fix.

MICHELLE

Thank you, Diane, I'm helpless.

(singing)

Helpless, helpless, helpless, helpless... I just want it to  
print normal, that's all. That's why I put it "fit to the  
size of paper" and it didn't work. It blew it up.

DIANE

I hit normal too. And it says, fit picture to frame.

MICHELLE

Why wouldn't that work? Maybe I just need to print it and  
cut it up.

DIANE

Options. Landscape?

MICHELLE

I forget which landscape is.

DIANE

It's long.

MICHELLE

I'll do portrait. I'll got get it.

(Goes to copy room, gets printout and returns)

It cut it off!

DIANE

It cut the bottom off.

(DIANE sits down at MICHELLE's monitor and  
begins to type and click)

MICHELLE

You know what you're doing, see. I'm just fumbling in the  
dark.

DIANE

So this right here is cutting it off, see?

MICHELLE

I wonder if you put it the opposite from portrait, and it  
prints it sideways, it's still viable, for lack of a better  
word.

DIANE

(going to retrieve document from printer and  
returning to MICHELLE's cube)

It's still cutting it off.

MICHELLE

What the heck? Something as simple as printing, right?

DIANE

You can't do fit to frame. Fit to frame cuts it off.

MICHELLE

Let me print that and let me make sure that's good.

(going to retrieve document from printer and  
returning to her cube)

Beautiful! Miracle of miracles!

DIANE

Just make sure that fit to frame's not checked.

MICHELLE

Thank you Diane. Would have took me too long..

(LENA and ERIK are at ERIK's monitor in software demo session with JASON, JOBBER APP TECH SUPPORT on speaker phone)

ERIK

Hi Jason. We just have a question about the software... .. enterprise... connector with the sync.. Does it connect both ways or does it just dump information from Jobber to Quickbooks?

JASON, JOBBER APP TECH SUPPORT

It depends. If... .. [low voice]

ERIK

We have one more? We use parent companies in Quickbooks. That's not a problem in syncing is it?

JASON, JOBBER APP TECH SUPPORT

That shouldn't be a problem.

LENA

But it can have multiple children, as opposed to grandchildren?

JASON, JOBBER APP TECH SUPPORT

Yes, we call them properties, not jobs.

ERIK

You're answering all the questions right, you have a trial?

JASON, JOBBER APP TECH SUPPORT

Yeah, you can have a free trial, sign in for thirty days. What is the service?

ERIK

Cleaning and maintenance.

JASON, JOBBER APP TECH SUPPORT

Yeah, we'd be a pretty good fit. Why don't you sign up for a trial? What was the name of the service?

ERIK

Perfection Cleaning Service, Inc., E-s-i-m-a-r-d at 78perfection-dot-com... 617-787-5857.

JASON, JOBBER APP TECH SUPPORT

Whereabouts are you guys located?

ERIK

We're in Boston.

JASON, JOBBER APP TECH SUPPORT

Do you guys want to sign up for a demo tomorrow?

ERIK

I think we'd love to do it tomorrow. We're hot to trot, we've been demoing software all week, it's getting tiresome. You don't have anything later this afternoon, do you?

LENA

How long is the demo?

JASON, JOBBER APP TECH SUPPORT

Usually twenty to thirty minutes. [I can't do it this afternoon]

ERIK

How's 2:30 tomorrow?

JASON, JOBBER APP TECH SUPPORT

Can you do three o'clock tomorrow? Do you want me to call you at 617-787-5857?... Let me know when you've signed up for the trial.

ERIK

I did it.

JASON, JOBBER APP TECH SUPPORT

You did it?

ERIK

How can I see that, now that I have a dashboard? Company, PCS comma period inc.

JASON, JOBBER APP TECH SUPPORT

I see you set up a trial.

ERIK

(sounding disappointed)

Oh... maybe...

JASON, JOBBER APP TECH SUPPORT

I see the... Alright, thanks for doing that. I'll make sure to call you at three o'clock eastern standard time.

ERIK

We already downloaded the app too, and we're having trouble logging in?

JASON, JOBBER APP TECH SUPPORT

You're having trouble logging in?

ERIK

And if I want to add users, can I do that as well?

JASON, JOBBER APP TECH SUPPORT

You sure can. Call you tomorrow.

ERIK

Very good.

(office sounds segue: hum of voices/machines)

(LENA, CINDY and ERIK are sitting around ERIK's monitor looking at new Jobber app)

LENA

It's not going by that number. Wait a minute. It's right there...

ERIK

I mean, look how fast it is. It's great!! If it worked...

LENA

But what is address? Oh, unless it goes by \_\_\_\_\_ as opposed to \_\_\_\_\_?

CINDY

I'll let you guys figure that out.

(gets up and returns to her cube as they  
continue to engage with the monitor)

(ERIK and LENA are watching Jobber  
demonstration video)

ERIK

I've got a good feeling!!

JOBBER DEMO VIDEO GUY

...I'm going to this screen. I'm going back to the office... here  
is the weekly calendar... one of the ones you'll probably be  
using the most...

LENA

Oh, I like this much better already!

ERIK

And the map!

JOBBER DEMO VIDEO GUY

...so on the calendar, I can actually click and drag items  
and reschedule them... If I drag it on one screen, it will  
reassign it to the other person as well, and everyone will  
show up at the right time. So he would log right in... so I'll  
go back to my dashboard. I should get an updated version of  
my schedule. Jumping back to the office here, let's say I  
have... reminders... notifications...

LENA

(noticing TEST HUMAN/PARTICIPANT-OBSERVER  
standing nearby writing)

Test Human/Participant-Observer, this is going to be an  
hour...

JOBBER DEMO VIDEO GUY

...it's going to show all of my employees and the tasks  
assigned to them, or if I wanted, where the guy is doing it,  
and you also have the option of showing where the workers  
are going to be on a map... So that once again, if you go to  
the ones you'll probably be using the most. This one is  
actually going to show us where all our jobs are on a map...  
If I were to click on anything here, Donna, for example, I  
can reassign it to her, and then I'll hit save, and that's  
going to reassign her to that job, and when she logs in...

LENA

I love that!

JOBBER DEMO VIDEO GUY

You'll notice one of these here is a GPS. This will show the last known GPS location of that person. The last view we have, you're going to find it pretty useful... outstanding invoice reminders, anything overdue...

(he drones on as LENA and ERIK watch,  
fascinated)

MICHELLE

(to TEST HUMAN/PARTICIPANT-OBSERVER)

Erik shared his calendar with me. I can't see it. Do you know anything about that?

TEST HUMAN/PARTICIPANT-OBSERVER

No.

LENA

(calling from ERIK's cube)

Who's eating bologna, salami or a hotdog over there?

RHONDA

Not me!

ERIK

It smells good...

JOBBER DEMO VIDEO GUY

...labor...and he's getting twenty-five dollars an hour, but I'm going to leave it at zero, because I had no idea how long it will take...I can just go in and hit ... When people are using the app, it might look different--they're only going to see the things you want them to see. There's a lot of different settings. I can also see a list of customers... so once again I'm going to go to the actions and this is going to show you all the job information and you can actually edit it, so back at the office, I'm actually going to see it's been updated and I can also go in, so I'm going to go into ... and I'm actually going to mark this job as complete. It's a one-off job. Ninety-nine percent of the time on a one-off... maybe it's a situation where I actually have to come back? And then when I go back down the line, that job

will come up until I actually close the job.

LENA

See if some from from the last sync.. anything come in from the other one?  
(leaving her cube and going to the kitchenette; loud blender sound.)

TEST HUMAN/PARTICIPANT-OBSERVER

What is that sound?

MICHELLE

They're making shakes.

TEST HUMAN/PARTICIPANT-OBSERVER

Wow, it's loud.

MICHELLE

I know, it sounds like an industrial tool, doesn't it?

ERIK

So Lena, all we have to do is pay...

LENA

(returning to her cube)

Where do we go... to settings or something to get rid of the Firefox thing? Options?

ERIK

Options, yeah.

LENA

Privacy?

(long pause)

It's not working on my...

(ERIK comes into her cube to confer)

LENA

I'm sort of hoping it was terrorists, so Obama will have to... he's opening up relations with Iran. Even China is outlawing them from praying in public. They're killing people all over the world...

CT

[Have you see that movie about Durst?]

MICHELLE

He got away with wacking people up in Texas, and he was dressing like a woman...

CT

He's from a rich family in Manhattan. He hacked up the body in a bathtub--

ERIK

That's the best place to do it...

CT

And he got off! He called the news reporter, he wanted attention...

LENA

The people that I know that want a little more attention just put more lipstick on!

CT

He did that too.

MICHELLE

That's freaky!

(office sounds segue: hum of voices/machines)

LENA

I think that's why the thing I just synced with... I think I figured out why the names came over as they did.

ERIK

Why?

LENA

When I read it for the sixteenth time, I think it's referring to ... parent company...job is different address, and I think that's... we have it the right way.

(ERIK returns to his desk and makes phone call to MHelpDesk Engineer, set on speaker phone)

ERIK

You told me to call you in the afternoon. We're concerned

mostly about the sync... ... [is there a way you can fix the data] . so we don't have to do the work... it's like a sixty page report... Is there any way to sync everything before we sign on?... ... It's fine, we'd like to solve it, but it's very hard.. ...an unlocked demo synced with Quickbooks.

MHELPDESK ENGINEER

It should be pretty straightforward.

ERIK

No, no, we're just trying to set it up... OK, well, thanks very much.

(Classical hold music plays over speakerphone)

Hi Jason, Erik and Lena from Perfection Cleaning, 617-787-5857. Please give us a call back.

DIANE

(to MICHELLE)

What do you have to do to get a human on the phone these days?

ERIK

(on phone with JASON, JOBBER APP TECH SUPPORT)

We can't figure out what's going on and why, we did the sync... The example I gave Justin just totally isn't making sense. The address is wrong. This is our first exposure...

LENA

It shows one name one time, and another name another...

ERIK

We're not seeing... I search 1029 and it comes up differently from all the rest of them, do you see that? It says 1029 Beacon and it says Boston, Mass 02135? And that's nowhere in Quickbooks.

LENA

I guess the first question is--

ERIK

Maybe it tries both. We need it to be consistent.

JASON, JOBBER APP TECH SUPPORT

So if a record, every single account name and company name... so it looked at both and pulled both?

ERIK

Let me ask you this question. We see what's beside that seems to be company, with it in parenthesis, is that how it imports into Jobber?

JASON, JOBBER APP TECH SUPPORT

Yes.

ERIK

It's not consistent. Admittedly... in the last name field we have Chapin. Ok... the field in Quickbooks... Are you sure that one is not messed up?

JASON, JOBBER APP TECH SUPPORT

[inaudible] [email me a screen shot?]

ERIK

Then do I just go to printscreen?

JASON, JOBBER APP TECH SUPPORT

Yes, [inaudible]

ERIK

Yeah, but it didn't.

JASON, JOBBER APP TECH SUPPORT

It's different on every computer... If there were errors... but I didn't see a lot of errors.

ERIK

What's your email address?

JASON, JOBBER APP TECH SUPPORT

Jphillips at jobbers-dot-com

ERIK

Alright, I just sent it... I'm sorry, what was the question? If I scroll all the way to the right...

JASON, JOBBER APP TECH SUPPORT

Can you go in and actually edit it in Quickbooks? I just want to see...

ERIK

We're just demoing the software, and all we did was the first sync. I don't know how to...

JASON, JOBBER APP TECH SUPPORT

[inaudible]

LENA

But I'm not following you.

JASON, JOBBER APP TECH SUPPORT

You originally went in and set up the Quickbooks file?

ERIK

No, we did not.

JASON, JOBBER APP TECH SUPPORT

What might be happening is you might just have pulled up outdated information. I'm going to recommend...

ERIK

I just got what it did, it synced an old... We use Quickbooks Enterprise. How do we do this?

JASON, JOBBER APP TECH SUPPORT

I'll have to get somebody to... What year Quickbooks do you have?

ERIK

2013. Oh, I have to get into single-user mode.

LENA

Can you ask them if they can unhook that LPearlstein so I can get in?

(to entire office)

Can you all get out of Quickbooks?

ERIK

Cindy, you're still in. Can you get out Cindy?

(to JASON, JOBBER APP TECH SUPPORT)

For some reason we have one user where it takes forever to sign off... So file... update websites... It's not in preferences, right? Integrated applications? I see Intuit sync manager...

JASON, JOBBER APP TECH SUPPORT  
OK, that's good. So it's probably already set up.

(LENA is avidly leaning over ERIK's shoulder  
peering at the monitor)

LENA  
We can go to sync.

ERIK  
Oh yeah, file sync. Should I log out as Jobber and log in  
again?

LENA  
Hold on a minute.

JASON, JOBBER APP TECH SUPPORT  
Yean, on the Jobber site. Now it's just going show--

LENA  
Hold on a second, the sync says launch into sync manager,  
start sync now...

ERIK  
(reading off screen)  
Comparing file. Somehow it's not syncing.

JASON, JOBBER APP TECH SUPPORT  
[inaudible]

LENA  
Are you talking about Quickbooks?

ERIK  
In Quickbooks?

JASON, JOBBER APP TECH SUPPORT  
Yeah.

ERIK  
I don't know how to do it.

JASON, JOBBER APP TECH SUPPORT  
Look at sync manager, there may be an option that say

[unaudible].

ERIK

I see it.

JASON, JOBBER APP TECH SUPPORT

OK, so this will probably run for five to twenty minutes, as it pulls over the information.

ERIK

After it does this you're saying, then I need to sign into Jobber? ...

JASON, JOBBER APP TECH SUPPORT

OK, perfect. So when you get back into Jobber it'll show you...

ERIK

I think I've done this before. Do I have to wait till this finishes?

JASON, JOBBER APP TECH SUPPORT

You don't have to, but I would.

(ERIK ends support session and watches sync processing; LENA and others all leave except for TEST HUMAN/PARTICIPANT-OBSERVER; ERIK continues to watch the monitor as office sounds segue: hum of voices/machines; then TEST HUMAN/PARTICIPANT-OBSERVER comes into ERIK's cube)

ERIK

Sync complete! A whole week of this! Now I'm trying to sync with the newest one. We had MHelpDesk. Then we went to a different one called Field Service Manager. Now we're on one called Jobber, and hopefully it's the one. But I don't have faith.

(looking at monitor)

No. It didn't work. Son of a bitch. Maybe it's just not done. I can't deal with it any more. It's driving me insane. Why is that grey? Last sync? Oh, look at all those errors.

(laughs and points to something on the monitor)

Oh my god. Why do you think that's gray? Sync clients is gray.

(office sounds segue: hum of voices/machines)

(March 31, 2015 - dramaturgy reference)  
(ringtone)

DIANE

Lena, MHelpDesk?

LENA

(picking up phone)

Hello? Yes, Hi. How are you doing? Sure. Absolutely... Yep... Then it went through without a problem. This morning it gave us the same error message about the colons. However, the invoice did go through. Hold for a second, I can't change it in the Quickbooks side. Yup... Gotchyou... Gotchyou... OK... Gotchyou... Right... We just did it because it comes in as the whole name with the colon in it? And that's not changed... It doesn't matter to me if it goes into Quickbooks a little different, so long as it's-- ... Sure, no problem! I'm here the whole day. Perfect. Awesome.

LENA

(hangs up; to TEST HUMAN/PARTICIPANT-OBSERVER)

You can write that, Test Human/Participant-Observer, I might actually have someone who knows what they're doing.

(ringtone)

DIANE

Felix. Lena, Felix.

LENA

(picking up phone)

OK, I see what I've done. It doesn't bring over.. I guess the billing address? Oh yeah, sure... Yep... Yep... So this is the service address in Quickbooks... Um OK, perfect. Noe, 2084--the service location. So, Corey Road and 375 Market. Oh yeah, that's fine.

(long, long pause)

Are you saying? ... Sure. Hold on a second, how did that get? But that's going to be a problem because now if you changed the--So like my-- so my... You just want to change everything on my bills? Those get stuffed into a machine automatically. So, just this one?... Right. Are you talking about...? I've spoken to a million people--Chris, Brittany...

(hangs up; to ERIK)

I don't think it's going to work.

ERIK

The trash thing?

LENA

No. The program. It doesn't seem possible. It should be 3/31, and they've gotten notification? It's self-renewing and you can't get out of it? It doesn't seem possible. I'm stuck for sure till the end of June. They're saying it's a day past. What is the--?

ERIK

Oh, that came up before. Ask Diane.

(office sounds segue: hum of voices/machines)  
(LENA is on the phone)

LENA

So it's actually changed all the invoices in Quickbooks. I don't even know what to ask you, because I'm so tired at this point. It was supposed to match Quickbooks, that was the whole point of Quickbooks integration. I'm stumped now, I really don't know what to do...

(ringtone)

I have to take this call, can I call you right back?  
(hangs up, picks up another line)

DIANE

(putting on her coat to leave)  
It threw me out twice today.

TEST HUMAN/PARTICIPANT-OBSERVER  
The software threw you out?

DIANE  
Yes.

TEST HUMAN/PARTICIPANT-OBSERVER  
Which one?

DIANE  
Quickbooks.

(office sounds segue: hum of voices/machines)

(April 2, 2015 - dramaturgy reference)

(ERIK and LENA are by the kitchenette)

ERIK

...Isagenix? I saw this kid, he's lost nineteen pounds. Totally different person. So I said to him, here's what I'm doing [and I've only lost 5 pounds]. He says, you haven't done a cleanse day yet? So I'm going to do a cleanse day. He drinks a ton of water, he's like, you have to drink a lot of water. I'm like, how much do you drink? He says, a gallon. He exercizes four times a week.

LENA

I keep saying to Maury, when the weather gets better, I can go for a walk. Maury howls with laughter.

ERIK

I'm going to stick to it for thirty days.

LENA

Friday I'm doing a shake in the morning, shake in the afternoon.

ERIK

You know what he recommends? He does his meal in the middle of the day. I would have trouble not eating dinner.

CT

I'm not having coffee...

ERIK

I think it has zero effect on weight loss.

LENA

I'd rather be fatter than I am, than not have coffee. What's dirty about coffee?

ERIK

Where did you go for dinner, Rhonda? Did you have a steak?

LENA

(on speaker phone with tech support SMART  
SERVICE APP SALESPERSON)

It's just loading up... Quite a while ago. We use the Service

Program. We actually like it a lot? But it just doesn't have a good mobile side. OK, um... Yep... How much longer... We're a fairly good-sized company. It just doesn't have what we need in the program. So let's look at this. At some point we're going to need one program... I hear what you're saying. I appreciate that. Are you similar to The Service Program?

SMART SERVICE APP SALESPERSON

They would be a competitor of ours... mobile app... out in the field... can update those tickets. When do you say you're going to be adding a division?

LENA

We're mainly janitorial, thirty trucks on the road, it's not set up to go mobile. As antiquated as it may sound, we still need a system where we can have a five-by-eight card, still need that and a bucket of keys, for their jobs. Now we've gone and started a maintenance division, they use their smartphones for other things, it would be much better to send them work on mobile devices.

LENA

With The Service Program we've been working for a month, and we're just spinning our wheels.

SMART SERVICE APP SALESPERSON

What are they on?

LENA

iPhones and iPads.

SMART SERVICE APP SALESPERSON

Our applications only work on iphone right now. If you want to go ahead and download, I'll show you our app and you can kind of go along with me...

LENA

Do you have the ability on not mobile phones? Printing a ticket?

SMART SERVICE APP SALESPERSON

Oh yeah, most definitely. If you download that. Smart Service is-- we use the Microsoft SQL database. It's all stored locally on your server. Smart Service pulls in Quickbooks--

LENA

Let me stop you. We have customers that have multiple jobs, so we use parent companies, [can you deal with that]?

SMART SERVICE APP SALESPERSON

You have yours set in--that works perfect for Smart Serve. When we do the install, you just pick this option. If I pull up choose a service and I pick location, I can drill down. That gives a lot of flexibility, I can look at just their balance, the equipment. Obviously if it's a residential customer with one location, you can just add a job. Let's do the download, I'll just walk you through it, it's real, real easy. I can send you demo jobs, and you can just play around with it. I have another appointment at eleven. Just quickly, on the office side, we have everything from reminders, tile rotations and oil changes... On the scheduling piece you can set up various departments. Everything on the calendar is just click and drag. And the guy in the field doesn't have full access, they can't access the customer list. You can set up job type, invoice... If it's a contract... There's different options...

SMART SERVICE APP SALESPERSON

The service agreement model... Basically what it allows you to do, if we pull the [--] and we go to service agreement, I can add a service agreement to the customer account, and the way that works...you use Quickbooks items to generate the total of that. We don't have our own items in Smart Service, I can say, OK, for this contract, all these jobs are covered. One could be a daily cleaning, one could be a weekly job, and then up here what's kind of being generated, Smart Service is going to create a two-hundred thirteen dollar invoice in Quickbooks!

LENA

It does it automatically?

SMART SERVICE APP SALESPERSON

There's a procedure, under the homescreen, you click here, so when I go under my office ipad and click here, so the day of the month you can say I want to pull up all of my contracts, so these are all the active contracts for that criteria I've selected, when I click post--

LENA

You have to post them individually?

SMART SERVICE APP SALESPERSON

You can click post all.

LENA

And if they don't end?

SMART SERVICE APP SALESPERSON

You just don't fill in an expiration date. Did you get IV4 downloaded?

LENA

Yup.

(ERIK comes into LENA's cube to watch)

SMART SERVICE APP SALESPERSON

OK, go ahead and open IV4 on your ipad. Then basically what you're going to do, see the top right corner?

ERIK

(reading off screen)

"Already a customer?"

SMART SERVICE APP SALESPERSON

I think you can just tap it. So basically what you do is you click on that menu and you go down to settings to email device and put DRiskell, then email it to me. D-R-I-S-K-E-L-L at myservice-dot-com. I'll just shoot you my email address. Actually, it's super easy to set up. Basically all I have to do here is--

LENA

If they were using iPhone apps on the iPad, is it hard to see?

SMART SERVICE APP SALESPERSON

I think it's a personal preference. Once advantage to the iPad, if I say add a form, obviously it comes up in the eight-and-a-half by eleven, so it's a little easier to see it, and it's completely customizable using Adobe Acrobat. If you look at that same... same... uh...

(pause)

to me, let's see...

(laughs)

It says that is streaming to my computer. We just use a screensharing app...

(long pause)

Alright, so coming on my iPhone, for example, and I pull up one of the jobs, if I go to add a form, it's smaller. To me, you can still fill the forms out.

LENA

We like the iPads better, but it seems like all the apps are made for the phone.

ERIK

The print on the iPad was actually smaller. Yours isn't like that?

SMART SERVICE APP SALESPERSON

You can see, to me it looks a lot bigger. It's so easy to set this up. You don't have to have a special server or anything like that. So when you download the app, you don't turn anything over to us. I'll put your ID in there.

SMART SERVICE APP SALESPERSON

Now if I schedule jobs for Bruce, these jobs are going to go out to Bruce automatically.

LENA

If the dispatcher is out, can she see it from her phone, or only from the office?

SMART SERVICE APP SALESPERSON

Did you see it comes with a free Google Calendar license? What Smart Service does behind the scenes, when it's sending the jobs out to their device it doesn't have to do with Google Calendar, but what Smart Service does is for any job, you can pick what data will be synced with Google Calendar. On the office side of Smart Service I can see all of my people on a map, and zoom in, and that's all happening automatically. I can see when he starts travelling, when he starts a job, it's automatically storing GPS data. So you can go back to a date and pull up the GPS data, there's everywhere that Jimmy went.

ERIK

But no person can see all the jobs from a device?

SMART SERVICE APP SALESPERSON

No. We don't have an administrator functionality. The reason we don't is because if you open iFleet and put your phone into the internet mode? You can do your job in iFleet. The only way that iFleet works, is that when we send them out they're stored locally. The issue with admin is, let's say you have thirty trucks, you're talking about sending three hundred jobs to that device.

ERIK

I tend to think of website-based... it would be nice if you could see everything going on.

LENA

Smart Service is web-based, right?

SMART SERVICE APP SALESPERSON

No, it's PC based. The only way they could do it. Now I can tell you what our hope is. What we use is MS Azure, which is Microsoft's version of the cloud. The Azure server relays the job to the mobile devices.

SMART SERVICE APP SALESPERSON

A lot of our competitors present their product as cloud-based. But it's really a website. If you lose the website, you lose all your data. It sends it up to the Azure server and our hope is that with some of the really cool things that Microsoft is coming up with, we hope that you'll be able to store your data on Azure, without turning anything over to us.

ERIK

So do you have to subscribe?

SMART SERVICE APP SALESPERSON

So on the Smart Service side, it's based on the number of current users. There's a one-time licensing fee. For support and technical it's an annual three-thirty-nine. For the mobile side there's a subscription option, three licenses, then seventy-five a month. If you want to purchase it's five-ninety-nine. You own it, you still get the support, the updates.

LENA

Now are you going to be leaving us something we can play with and demo?

SMART SERVICE APP SALESPERSON

He can play with the jobs. I'm going to show you the office side.

LENA

Can we see the office side to play with?

SMART SERVICE APP SALESPERSON

No, because it's not connected to Quickbooks. What you're looking at is my Smart Service that's connected to Quickbooks. What you're going--

LENA

I get you. Alright.

SMART SERVICE APP SALESPERSON

I mean, it would be ideal if The Service Program came up with a service mobile app because you already have it, but if they can't deliver...

LENA

Alright, Rick, I really appreciate your time. I'll get back to you by the end of the day.

(hangs up; to ERIK)

They're antiquated too. I sort of agree... I do appreciate the fact that he said it's better than running two different programs. That's why I like the web connector. It pulls from that, but why would it change... She knows exactly what I was talking about, but she said there was no way around that.

ERIK

I can't accept that. That's their program. That's the way they set it up?? So it come out one way and it goes back another way??!

LENA

I argued this with them and I hit a wall. You're having this conversation with the wrong person. You can call her. It happened in front of me. I got snarly with her.

ERIK

They change an arbitrary piece of information. Quickbooks says this is the account number, and HelpDesk changes it?? She needs to tell us why it happens. We can't be the only ones that have parent addresses.

LENA

Don't you think she would have offered that to keep me as a customer? The billing address had to stay the same. Unless you think I should have asked the question wrong. You can call her. I have no interest in going further with it. They've done all this work. I said, do we have something set wrong? She said no. I am not changing it. They had a developer. What am I going to do, go to the developer every time I add a customer? There's too many glitches. Yesterday I said to him, I looked it up and the prices are like one-twenty-five a user a month, it's a lot of money. he came back and said it will be seventy-five. I guess they can negotiate. He said, seventy-five, for three people it would be three-fifty. I emailed him back and said it would be two-twenty five. Even seventy-five a person. It's a ridiculous amount of money!

ERIK

Is it that much different from anything else?

LENA

Seventy-five a user? And do all the work? It's a shitload of money. I've looked at so many programs...

ERIK

They all get you to a point, and then...

LENA

And you're running two programs, you're running iFleet. I think iFleet is not their program. So that's another problem. We're using Quickbooks, and iFleet is another third party, and Smart Service is another third party.

MICHELLE

(on marketing phone call)

Is she at this number? Just confirming where she is. And where I am, as well. OK. Thank you.

LENA

The only thing we can do is keep The Service Program app. And she knows, I've told her a million times

MICHELLE

(on marketing phone call)

I'd like to introduce you to our service, it's called Fix-It. I can email you a coupon...

LENA

I mean, listen, what the hell, I'll call him again.

ERIK

Yeah.

LENA

At this point, all of our issues are with the integration of Quickbooks. That's what our issues are. So maybe we should just..

ERIK

Canvas did integrate with Quickbooks.

LENA

So my feeling is, stop integrating with Quickbooks.

ERIK

Did Dispatch integrate with Quickbooks?

LENA

I love Dispatch, it sounds dirty! "Come and dispatch me, baby!" Did we get into Dispatch? I honestly can't remember. Test Human/Participant-Observer, can you look back in your notes?

ERIK

We can't remember what was wrong with Canvas.

LENA

I don't think it did integrate with Quickbooks.

(She starts a Canvas video software promo on her monitor)

I think this is self-contained. I hate these stick figures in the videos. I think it's insulting!

CANVAS PROMO VIDEO NARRATOR

And you can try it for thirty days!

LENA

Thirty days.

ERIK

I think Canvas was the one Cindy couldn't see. You had to go in and... That's not ideal.

LENA

I think Dispatch... Oh, he emailed me fifty times and I think it got shut off. OK, so I left it with a CSV file.

ERIK

Oh, by the way, the snacks this guy eats? He eats peanut butter on Ezekiel bread.

CAROL

Seriously, I had two shakes and a...

ERIK

That's the drink you're supposed to be having first thing in the morning.

LENA

If I had that before my coffee I'd be gagging.

ERIK

You could have a coffee enema.

LENA

I can't the login, I used 78perfection, but now when I try to start another user for Michael it says that name's already used. I wonder if we used 78QuickFix? Or maybe Fixit? That's what it is, Cindy. So you're going to get an email with the new password.

CINDY

Alright.

LENA

So is there also a time thing on this?

ERIK

No, there isn't.

LENA

So I'm going to put it back on... Dispatch

ERIK

I think Cindy couldn't see it on her phone. She couldn't see all the text.

TEST HUMAN/PARTICIPANT-OBSERVER

It smells like cinnamon and raisins.

RHONDA

I could eat that bread just plain...

DIANE

It smells like Portuguese sweet bread.

RHONDA

That stuff's amazing.

DIANE

Yeah, it's addicting.

RHONDA

There's a bakery near me and I bypass it purposely. I don't want to have all the carb intake.

(ringtone)

LENA

(on phone)

The problem... to integrate with Quickbooks.. Right. We have the program... cumbersome... Yeah, that so we're thinking we liked everything about... Because you produce an invoice, right?... No. I can't, it's not a full accounting program. I can link to that. Quickbook's desktop is a step down from Peachtree, but Quickbooks Online is... If I had a little business in my car it would be OK, but I can't. The thing is, can we just redo that demo thing so we can run through what we have to do on our side, so we can tick things off?... No, I'm just telling you what you said--don't put words in my mouth! No, OK, I can do video, send it over. Thanks.

(hangs up)

CINDY

So this is the one!

LENA

And you loved it. It syncs perfectly with Quickbooks, but online. And it was so easy!

(she starts to watch the Dispatch video tutorial with audio low)

I think Michael didn't like this because he got emails all the time.

CINDY

Every time I made a change!

LENA

That's all right.

DISPATCH TUTORIAL NARRATOR

...So I can go right to the job list. You'll see a calendar of all the jobs. I can go through all my invoices, contact information, or I can .. And now... We also have a list of other jobs that were assigned to this technician today. What I'll do is open up ... and I can also call the customers. I also have the ability to attach photos taken in the field.

DISPATCH TUTORIAL NARRATOR

Here at the bottom I have job status, and I have the ability to text the customers to update them on the status of the job. I have the option... I can also edit my profile... When the appointment is first scheduled, the customer is sent a text message. When the technician updates that he is on the way, the customer receives another text message, and in that text is a link that shows where the technician is in real time. A very simple and quick way for you to... I can give a star rating and comments. The dispatcher can see the star rating and comments. I'm happy to walk you through the program, just send me an email and I'll be happy to schedule a time.

LENA

I just don't... I'm just tired. I don't want to get any more software programs.

(to ERIK who is in CINDY's cube looking over her shoulder)

Are you guys looking at Canvas?

ERIK

What, are you going to look at Canvas again?

LENA

I guess. I'm like beside myself. At least Test Human/

Participant-Observer has something to write about. Peachtree is now called Sage 50. Cindy still thinks you should call The Service Program.

ERIK

We all hated it. You can't customize at all. Everything's slow.

LENA

Let's look at Go Canvas one last time.

MICHELLE

(to TEST HUMAN/PARTICIPANT-OBSERVER)

Do you know anything about spam filters? I got this back and it says Spam Titan OI.CIS data rejected your message. I know it's right, I just got it from him. His other one said Secure Server Net reject.

TEST HUMAN/PARTICIPANT-OBSERVER

Try changing the header.

MICHELLE

Nope. That didn't go through. I'm done with him. Oh, it does give further information.

(reading)

"Recipient email address rejected. Undeliverable."

(LENA, ERIK and CINDY confer at ERIK's desk.  
ERIK makes a call on speakerphone)

ERIK

Hi James.

JAMES, DISPATCH APP TECH

Yeah, who's this?

ERIK

Erik Gangitano from Perfection Cleaning. We're going crazy. We've been looking at all this different software, and we're coming back to you.

JAMES, DISPATCH APP TECH

That's what they all do.

ERIK

We've seen so many that we forget all the features. One

question is, can we admin to all the mobile devices?

JAMES, DISPATCH APP TECH

Yes.

ERIK

Can we shut off the email that notifies people?

JAMES, DISPATCH APP TECH

Yes.

ERIK

You gave us a working demo we could play with? If you wouldn't mind resending it, that would be great.

(hangs up)

This is the one, that I remember thinking to myself, if Cindy just had two screens. If you have two screens, and you have Dispatch here, and Quickbooks here. I had an issue with Jobber.

(he turns on Dispatch Syncing Tutorial video)

QUICK SERVE SYNCING TUTORIAL

NARRATOR

First, prepare Quickbooks. Log in on Quickbooks as the administrator, and make sure your company name is exactly the same as the Quick Serve name. Download the CSV and open it. The web connector will automatically open. Fill in the password field with the password from Quickbooks. Confirm the password by clicking save. The progress bar will update as the sync progresses. Once your sync is finished, verify that your sync was successful. Quick Serve Desktop Integration is just one more way we help you manage your business!

(ERIK sits at his monitor waiting for the sync to finish)

QUICK SERVE SYNCING TUTORIAL

NARRATOR

We're committed to delivering superior software and high quality, dependable support service, with our highly trained technical support team standing by for live on-line chat, phone or email support. In addition we offer a newsletter with valuable tips and instruction...

(ERIK and LENA confer)

QUICK SERVE SYNCING TUTORIAL

NARRATOR

The manager is where you're going to set a lot of options, you're going to set up users, tax rates, and various other administration information... Quickbooks, Peachtree... Deal with the log in, you press ...

ERIK

(makes a phone call)

So we need something that syncs with Quickbooks... Alright. And mobile app... can the admin see the jobs on the mobile app? Right, but that's accessible from the home place? So if she were at home, could she use the phone? Right. OK. I don't think you guys are right for us.

(hangs up)

(to LENA)

I asked him three times and he couldn't answer. "By the time you're up and running..." OK, thanks.

CINDY

Don't give up on me!

LENA

If I had two tablespoons of almond butter and two pieces of the Ezekiel bread...

CAROL

So how much is in the snack?

ERIK

It's eighty calories.

LENA

So I had 160 calories?

ERIK

Plus the bread.

CAROL

If I'm not going to lose weight...

ERIK

I'm going thirty days. We have shakes up the ass!

LENA

That's the problem. We should be taking shake enemas.

MICHELLE

A flavorful snack.

(office sounds segue: hum of voices/machines)  
(April 7, 2015 - dramaturgy reference)

(RHONDA goes into DIANE's cube and move's  
DIANE's phone onto the wall between their  
cubes. DIANE is out.)

RHONDA

My phone doesn't work to buzz open the door. I plugged it in  
like it's plugged in over here, but it doesn't work. I'll  
just get up and buzz people in [on hers]. I guess she's  
hooked up to that.

(LENA is watching MANILLA SOFTWARE PROMO at low  
volume)

MANILLA SALES SOFTWARE PROMO

NARRATOR

Welcome to Manilla software... Manilla software offers... it's  
the perfect solution for all your... [continues on for five  
minutes]

(LENA pulls up UNIDENTIFIED SOFTWARE PROMO at  
low volume)

UNIDENTIFIED SALES SOFTWARE PROMO

NARRATOR

...products and services. Now let me... Keep in mind you can  
customize... Keep in mind... The first thing to know it... The next  
thing is... so all the emails... Let's have a look at...

(drones on for five minutes)

NED

(on RHONDA's speaker phone)

Hello?

RHONDA

Did you get the call?

NED

No, I did not.

(hangs up)

RHONDA

(picking up line)

Hello? Hold on a minute, sorry about that...

(hangs up)

ERIK

(entering MICHELLE's cube)

Not in Pipeline, Sales Force. That's not my calendar. Erik is pink. Did you add it there?

MICHELLE

It's pink. It says "tentative."

ERIK

Oh, you know why? Because I have something booked.

MICHELLE

Did you get it at all?

ERIK

That's not it.

MICHELLE

Is that Outlook on your phone? Oh my god.

ERIK

That's why you can't put it on my calendar. Because I have this.

MICHELLE

See this one right here? I tried to go over there and book it, but it won't let me. I click on it.

ERIK

Uncheck Alex and uncheck this calendar. Then it's all mine.

MICHELLE

This calendar was clicked, and this one, so that's what I got. And it says "tentative," so I'm going to unclick this...

ERIK

I want you to be able to see that it's on mine.

MICHELLE

So this, like for example.

LENA

I've been playing with this a little and I see some of the problems. I went into settings. The information should go in first as contact, not organization.

ERIK

That's not how we did it, we did it deal.

LENA

How come you couldn't find people afterwards? I went into--

MICHELLE

Cause I did that wrong. Those are all...

LENA

My test didn't come up....

ERIK

Is it because you're just on today?

MICHELLE

Maybe you have to go over here? Because I am on today. Maybe because you did something over here.

ERIK

Maybe you have to do here...

LENA

It's slow.

MICHELLE

It is slow.

LENA

Hold on, I've got mine open...

(going over into her cube to check the monitor)

I know what it is, I'm on you and next week.

MICHELLE

That was funny. I knew he was going to ask what he looked like, so I said "he's a handsome devil."

ERIK

And she gave him my phone number. And he's in the South End.

LENA

For instance, on this D. Normandy, it had this Normandy Apartments. You spoke to Barbara, so I changed the contact to Barbara Biggens. Now if I'm putting in... I'm going through everything she's done and changing it. I tried to see if I could change the name off the original one, but it wouldn't let me. It should show... See, I changed it from that, but it doesn't change the original one, it's kind of weird.

MICHELLE

It IS weird.

LENA

But now, so I went and did a test on the on the way I set it, and I went to put that in, I put the contact information in first. Wait, no-- I didn't. Hold on, organization? That should have put that, and it didn't.

ERIK

If you go back, by hitting the back button...

LENA

I did that, and it should be in both places, and if you look by company name you should find it, and if you look by contact name you should find it, and it didn't.

ERIK

But do we want it both places?

LENA

You do want it, because she left voice messages and they call back.

ERIK

The problem is--

LENA

That person she left a message for, Barbara's, going to call back and she's not going to be able to find her, because that name wasn't there.

MICHELLE

You found her with the phone number.

LENA

It should have been that she just clicked. It was only by luck that we found that one. It's-- I'm looking at some other programs. I don't like this deal thing.

MICHELLE

You can see all the calls I made today.

ERIK

(looking over her shoulder)

At 8:30 today... What happens if you put the notes there, when you go to activities, you're not going to be able to see it.

LENA

But I don't know that that's necessarily right. That phone is telling the type of activity that it is. So do a phone with X, Y, Z as the subject. See what happens.

(MICHELLE types)

ERIK

Now go to activities for tomorrow.

MICHELLE

Yeah, got to activities for tomorrow. See the piano.

LENA

See?!

MICHELLE

It says email.

ERIK

So you know what it does? It automatically puts email.

LENA

So these are OK, this should go into the notes for what you did. Before you go to close out the calls for today. Then

for your next activity, that will come out here.

MICHELLE

So where's tomorrow?

ERIK

You're on it.

LENA

Those are the things you're supposed to do tomorrow.

MICHELLE

I'm looking for like the future, right? These are still old notes.

LENA

I can go in. Let's go to a call you did today.

ERIK

Go to statistics.

MICHELLE

Statistics. Personal? Then go to update activity?

LENA

So these are the calls you made today.

MICHELLE

That's old information.

LENA

That's OK. So this should be in-- Where's your notes?

MICHELLE

I thought these were the notes. Let's look at another one, maybe this isn't a good one.

ERIK

Let's stick with this one. Did you talk to them today?

MICHELLE

That's not a good one, because I don't remember.

LENA

Do you remember this one?

ERIK

Where's the new note?

MICHELLE

I made this "lost," that's an old note.

LENA

So this should have been "lost." And if you wanted to, you could say in here... So then...

MICHELLE

OK, so that will be lost in that note. You make it cancelled.

ERIK

So that's why it says "re-open."

MICHELLE

So that's why it says that.

LENA

No, I didn't re-open it. I'm going to screenshot it. So the first line is... It's confusing, it should be...

ERIK

You're going to click this, you're on the phone, you made your past notes, when you're done, you're going to add next activity.

LENA

No, first click on that, you've done it.

ERIK

So. Here's the next activity. Chelsea said to call back in ten days...

MICHELLE

So here?

ERIK

And here's the longer story.

MICHELLE

So you definitely want me to pick one of those so it pops up on the to do list.

LENA

But you have to click to show it's done. If you don't do that... So let's go to someone you left a voicemail for today.

ERIK

I think if you ride over this it might give you notes.

MICHELLE

Let's look at it, because these are the wrong notes. They disappear when I already do that. I work today's activity list and they go away.

LENA

So today. You haven't called this yet. Let's click on this and say you want to do this one. You make the call.

MICHELLE

I click on that.

LENA

You shouldn't click on that until you make the call.

MICHELLE

I click call. I put in notes.

LENA

SO this is where a short description line...

ERIK

It's like an email: this is the subject, this is the email.

LENA

Can I make a suggestion? I still keep a piece of paper, but...  
(pointing to MICHELLE's paper with handwritten notes)

MICHELLE

It's getting smaller and smaller.

LENA

Instead of doing that, let's say, put your cursor here.  
Instead of writing it here

(pointing to the paper)  
You write it here. Does that make sense?

MICHELLE  
That's kind of what I'm doing. [But I write them there] in case I can't find them in the system.

ERIK  
If we go to activities, and go to next week. I bet you did this one today. You did.

LENA  
This should be what you need to talk to them about.

ERIK  
You're going to start to build a really good system.

MICHELLE  
I'm only going to use call, email, meeting.

LENA  
This subject should be what you're talking to them about or emailing them about today. You want to put into notes what you want to talk to them about next time.

MICHELLE  
Let's create it.

ERIK  
No. It's going to be the next thing you want to talk to them about.

LENA  
This should be what happened.

MICHELLE  
No, it's the same. I see what you're saying.

ERIK  
Sorry, I've got to run.  
(exits)

LENA  
(reading over MICHELLE's shoulder)  
"Left message." Right. So this is you're scheduling the next

thing. "Follow up on message left for Sharon."

MICHELLE

OK.

LENA

See what I'm trying to say? I don't think he's right. I'll tell you, since he left. Let's say this call was made today.

MICHELLE

See--

LENA

Let's say this was what was scheduled for tomorrow. Here in your notes you wrote "3:30 left message." But you're scheduling another call, and you're saying follow up.

MICHELLE

So I'll put call, email or meeting. See that's... See now this doesn't look like... I understand, I understand.

LENA

No, I know you understand. Now let's find this. I got it, so this is actually good. You're going through your calls, and you know exactly who you're calling. "Hi, Michelle calling back." This is telling you what happened, and this is telling you where you're starting.

MICHELLE

I click on call, email, meeting. I've got meeting checked off--

LENA

The note would say "scheduled a meeting with Erik," you'll say.

MICHELLE

So many boxes. Like you pulled up... Where's the one you hit? Sharon.

LENA

Hold on, you went past it.

MICHELLE

This is the stuff that I did. We're looking at what I did.

LENA

I know exactly what you're saying. I don't know why that's coming up a second time??

MICHELLE

See, now this is how I left a message before?

LENA

I think what it was, I didn't click [done].

MICHELLE

OK.

LENA

(typing from over MICHELLE's shoulder)

I think!

(laughs)

MICHELLE

I did it for eight AM. Here it is. I did it right.

MICHELLE

You come in and you can see that. I don't know why that click on mark done. I think that's why the things are disappearing.

LENA

So you make the phone call, you click on that, the top one will be the next, the bottom is for what happened.

MICHELLE

I'm spending all my time... sometimes I do have to read--

LENA

There will be the history, so you can still read the history. I don't agree with what he said. Because what's the subject? The subject is what you called about. You don't need to write call-call. It will get better as you go along.

MICHELLE

Should we have a lost button here?

LENA

I'm playing with it. Let me leave you alone a few minutes. I've probably made you crazy enough? I'm going to write it up for you, and I'll play around with it.

MICHELLE

Thank you!

LENA

You're welcome.

(returns to her cube)

MICHELLE

(to herself)

OK, so I've got to mail him a package... Steven...

LENA

Michelle, come quickly. I'll show you how I'm working on this. OK, so this is you tomorrow? So I'm going through all of them.

(MICHELLE goes into LENA's cube and watches the monitor over her shoulder)

MICHELLE

OK! Sounds like a plan! Good! Good.

(office sounds segue: hum of voices/machines)  
(April 9, 2015 - dramaturgy reference)

LENA

(on phone with MATT, THE IT CONSULTANT)

She doesn't need a two thousand dollar computer... What kind of computer? ... Oh. Thinkpad. The IBM? OK... OK... I'll find out. Send me the information. Thanks, Matt, I appreciate it.  
(hangs up)

CT

(to DIANE)

I don't who it is that keeps calling?

DIANE

Yeah, they keep calling back.

CT

It's like an automated call.

DIANE

Yeah, it's like a girl that keeps calling about our upcoming

move. It's just to sell you crap.

(faerie twinkling bell sound)

MICHELLE

What's that little bell I keep hearing?

DIANE

I don't know.

LENA

It's my phone.

MICHELLE

Oh! Inquiring minds want to know...

LENA

You add on Microsoft Exchange and it asks for exactly the information. It should have said wrong password.

LENA

You have to look around forever to find out it's a password. Test Human/Participant-Observer, you should get this.

TEST HUMAN/PARTICIPANT-OBSERVER

What?

LENA

She got a new phone, and it works totally different from her last one. I was trying to set her up to get email.

MICHELLE

I don't know how to use this calendar. Diane! Let's look.

(DIANE goes into MICHELLE's cube)

MICHELLE

Look at that, busy! How come there's no time up there? What is this thing?

DIANE

This is an early morning, he must be doing something at ten.

MICHELLE

OK, so the next is one o'clock? It looks like--

DIANE

So this your date. Friday the tenth.

MICHELLE

I just didn't understand why it said busy. Then here it says free right here. It's confusing. The tenth is tomorrow. See? That's got to be the tenth.

LENA

(to ERIK)

Do you know how long it took me to get that fucking set up for email? I had to call Samsung. The guy says, "Can I ask you a few more questions while I'm looking this up, while I analyze what the issues are?" I said, "No, just tell me how to set up the email. It should be step one, step two, step three, step four."

ERIK

I was trying to get Victor and Mickhail the new iPhone at the Apple store, but AT&T stopped them.

DIANE

Why?

Because AT&T won't let Apple do it. So I had to go to AT&T to do it, but they don't stock the phones. So I still don't have the phones. Because I can't get our customer rep on the phone. So I have to go back to AT&T, because they said they'll have them next week.

(goes into MICHELLE's cube to instruct her)

One, and then two, three, four. It's like four of those and then....

MICHELLE

Did you see that calendar how it read? And it said busy? And it said the eighth up there?

ERIK

I don't see anything.

MICHELLE

I didn't put it in. It was just confusing.

ERIK

I'll go tomorrow at eight. I have a ten o'clock appointment.

MICHELLE

So you're available from eight to nine?

ERIK

Just say eight.

(he walks away)

MICHELLE

(to herself)

Did I just send this to myself? Oh my god.

CAROL

Oh my god.

LENA

Oh, it's that noise again. It's back in.

LENA

(to ERIK)

So how do you fill in appointments scheduled? You didn't enter proposals sent, you just attached the files.

ERIK

No.

LENA

By attaching a file, that doesn't send it. But where's the one I just ...? I'm going to take the one that sitting in proposals sent out and put it in lost.

(MICHELLE'S JUKEBOX plays Michael Jackson song)

ERIK

Are you going to send me an invitation to that, Michelle?

MICHELLE

I was going to. He wants you to go to the leasing office.

ERIK

OK.

MICHELLE

(to no one in particular)  
Boy, every time I go into this calendar it's different looking. It's a surprise calendar.

LENA

It's only alphabetical when you go to names, but then it doesn't tell you if it's the contact or not. So all the ones that I moved are your... So, I'm trying to... It's confusing, you know what confusing about it, when we changed it from Eric [Parish] to you, it just changed everything. It changed your name to everything he did.

MICHELLE

I know what you're saying.

LENA

This on you did because it was done March fourth, but the other ones, because it changed his name to you, we can't tell.

MICHELLE

Instead of going into today, go to overdue. And anyone you look at, go in to open it, this--

LENA

All I'm saying is the computer, the system, shouldn't have changed his name to you. This person was contacted five times and it was scheduled to be called again. So I can't tell, because it changed the name.

MICHELLE

Erik clicked on the emails, and here--

LENA

So hold on a moment. Maybe they used Drop Box.

MICHELLE

I'm assuming that, because I don't know Drop Box. Now, I don't know how we sent those?

LENA

So these ones in yellow must be people we haven't contacted yet.

MICHELLE

Yean, I just saw those today. Does the red tell you?

LENA

You click on it. So now I know. That's why I did this. I'm trying to find the ones that have never been contacted.

MICHELLE

It's all overdue.

LENA

No, because nothing was scheduled. I think overdue is--

MICHELLE

When I finish my calls for today, I click on that and everthing's overdue.

LENA

Overdue means something was scheduled and it wasn't done. Yeah, that's what it means. Because if you click on the red?

MICHELLE

It's just in the pipeline?

LENA

It's most of for where Eric set up other calls.

MICHELLE

So how would you find anything that's not overdue?

LENA

If I click on that yellow thing..

MICHELLE

Wonderful!!

(pause)

Where is it? That's what I don't understand. I made it. I scheduled it to Erik.

LENA

You made it. But you didn't move it to his schedule.

MICHELLE

That's the step I missed. I tried to move something over, and it wouldn't go.

LENA

Because you can't drag it, you have to click on it!

MICHELLE

Hit me one more time!

LENA

You've got to go to deal. Type in Roseland Plaza.

MICHELLE

Oh, he's contact and schedule it says.

LENA

Click this, click once more. Appointment and schedule. Then if you go back to the schedule... It's totally confusing to me why when you put it on the schedule it doesn't go there. So that's why it wasn't showing on this. This one you drag on, this one you click on. It's not glitches, it's inconsistency. It should be the same, no matter what part you're in.

LENA

Whatever. I've given up on it. That's the other problem, if you're working on activities, that's only the stuff you're working on, you're never putting in anything new.

MICHELLE

I've got to get my water.

(goes to the kitchenette to get a cup of water, then returns.)

So what should I be working from?

LENA

I don't know... Everything new we bring in, we should bring in scheduled. Then they'll show on the activity list. The never contacted screen doesn't appear on the activity list. That's a huge flaw in the system, the two screens aren't married. And the other thing is, that the lists don't appear in any order. It two separate ways to work with stuff.

MICHELLE

I've never worked with that, so I don't know. So if you were to put a test one in, and see where it goes?

LENA

If you were to only work on this screen... Did you put this

in?

MICHELLE

She's an M&M customer. I sent her the M&Ms and tissues, she was an existing customer.

LENA

She should have been moved over here.

MICHELLE

I sent her a proposal...

LENA

I think you work on just this screen.

MICHELLE

You work on both screens. I got it now. Can I ask you something? I put in these two yesterday, and they're in never contacted. I tried to mark them, but I couldn't.

LENA

I think the step they make you do it, it should be automatic. I think that all of these should have "need initial contact made" should be made an activity, the you can just work in activity, not jumping back and forth.

MICHELLE

I thought overdue was all of this.

LENA

No. We need to have a program where you're NOT jotting things down.

(LENA and MICHELLE return to MICHELLE's cube)

MICHELLE

That Pipedrive... That's the record number, if you will.

LENA

I don't have Drop Box checked, so I have no idea where it's going.

MICHELLE

20203 is the Drop Box thing, so those ARE reference numbers.

LENA

In Drop Box, not Pipedrive.

MICHELLE

I wonder if it'll work. Drop Box...

LENA

No, because Drop Box is another program. I have a job to do over the weekend. This is cumbersome. We're spending more time figuring out the software. Valuable time you could spend calling. It's detrimental to the whole thing the software is supposed to do, which is make it that much easier and quicker. We'll get there, though.

DIANE

We'll be hearing the Michael Jackson song in our sleep.

MICHELLE

We'll all be doing the moonwalk.

LENA

We'll get there. I have to get out of this place, I have a headache.

(LENA starts a sales software promo video)

UNIDENTIFIED SALES SOFTWARE B PROMO  
VIDEO NARRATOR

Peter is a sales manager. And like most managers, he's interest in increasing revenues...

[drones on for a few minutes, then cuts out]

UNIDENTIFIED SALES SOFTWARE C PROMO  
VIDEO NARRATOR

...combines easy-to-use user interface. Pipeline offers all ...

[drones then cuts out]

UNIDENTIFIED SALES SOFTWARE D PROMO  
VIDEO NARRATOR

[drones on for a few minutes]

(long pause)

UNIDENTIFIED SALES SOFTWARE E PROMO

VIDEO NARRATOR

In this video, we're going to go into... First we'll ... For now we're going to start adding leads. We're creating a company... We'll save it and also... by adding things like meetings we've got planned, meeting notes, and building a record, any tasks you have planned, and finally... Eventually we can upgrade the lead to an opportunity. Three options, the first one creates an opportunity... We'll go into some more detail about that in your next video; for now we'll... that concludes the video, and in the next video... We'll start off in the lead section, and since then we added an appointment to meet with SAM.. a lead ferred to, since they we have already met with Sam, and...

(cuts out)

CAROL

I just want it to stop ringing. It gets this crazy loud voice mail. And why?? It goes d-d-d-d-d-D? d-d-d-d-d-D. d-d-d-d-d-d-D.

LENA

Can you do it as an option.

(taking CAROL's phone)

Ringtone? Voicemail on vibrate? Swish?

(office sounds segue: hum of voices/machines)  
(April 14, 2015 - dramaturgy reference)  
(MATT, THE IT CONSULTANT enters the office)

LENA

Matt, I think I need a follow-up at my house. I've got a problem with the internet, it goes in and out, or it slows down.

MATT, THE IT CONSULTANT

Does it show a signal?

LENA

Yes. The thing is, I think they're all plugged into the wall, network cable, I think there's like three of them. Should I unplug them and replug them to reboot them?

MATT, THE IT CONSULTANT

They all go into the network switch and into FIO.

LENA

I didn't touch any of that, the only thing I did was get into the Verizon router. They kept sending me signals, I was on the phone literally for an hour, going upstairs and downstairs, and since then the TV's aren't working.

MATT, THE IT CONSULTANT

If you change network settings, they're not smart enough to figure it out for themselves so you have to...

CAROL

Remember the garage door system I told you about? We can't get the device to work. We got a new device and it's not compatible with the router.

MATT, THE IT CONSULTANT

That doesn't make sense. The garage device, can you see it on the router, is it connecting to it?

CAROL

This happened before the TV problem. They finally sent us a new device. It's called Liftmaster. All we do, it's very simple--it should be very simple.

LENA

That's the death knell, "it's very simple."

CAROL

There like nothing to it. She said, it's not compatible with the router. You had to clear out the... do you say cache [cash] or cache [cashay]?

MATT, THE IT CONSULTANT

Cache [cash].

CAROL

She said you have to clear out the cache.

MATT, THE IT CONSULTANT

The think I don't understand, you still have to tell the device what the network is, there's still got to be a password. How do you tell the device... Is there a screen? Once you get the door on the cloud and online, then it talks to...

CAROL

So we plugged this little device into-- the device is plugged into the router.

LENA

Hold on, what router is that?

MATT, THE IT CONSULTANT

The garage door is plugged into the router...

CAROL

MyQ is the device, we plug it into the router. I can't get the MyQ to appear.

MATT, THE IT CONSULTANT

OK. That's not going to work. What you have to do is get a netgear switch. The open mesh thing is not going to work. You plug the MyQ into a port, you split the cable--

CAROL

Its' supposed to come online, I can't get it to come online.

MATT, THE IT CONSULTANT

Devices like that don't always patch through correctly. The open mesh isn't... they don't like doing a pass-through. I get a netgear switch. Netgear GS105.

CAROL

GS..

MATT, THE IT CONSULTANT

GS105.

(turning back to LENA)

Lena, did you get the Microsoft 2013?

LENA

Not yet. I wasn't sure...

MATT, THE IT CONSULTANT

When you buy it on Amazon, it goes into your Amazon software library. You can do it only any computer. I order on my laptop. All it does is generate the license fee. All we care about is the 25-character license fee. You can do it on your computer.

LENA

I'll just do it right now.

MATT, THE IT CONSULTANT

You get like a nice receipt, you get an email notification.  
If I just need a roll of 24 cups? I just order from Amazon.

LENA

(reading off her screen)

"Microsoft Home Office 2013 Download."

MATT, THE IT CONSULTANT

That's the right one.

LENA

That's when you know you're old, when you talk to a young person about ordering paper towels on Amazon. ...They charge tax on it, and it's an online thing?

MATT, THE IT CONSULTANT

Yeah, that's Microsoft. You want Outlook, Word and Excel on there?

LENA

"Continue to... hit send..."

MATT, THE IT CONSULTANT

So once it goes into your library it should give you... Oh, go to your software library. Yeah, that's the product, just copy that or email me that. And then you also need access to Erik's calendar? Is that the only person, or do you need anyone else?

LENA

I think that's it.

MATT, THE IT CONSULTANT

Let's see, were you able to print out that?

LENA

I emailed it to you.

MATT, THE IT CONSULTANT

You emailed it to me? That's cool.

(MATT, THE IT CONSULTANT sits down and hunches over his laptop in the vacant cube next to LENA's cube)

(BALLOON DELIVERY MAN arrives with three mylar balloons that say happy birthday. DIANE points him to CAROL, and he brings them to her.)

BALLOON DELIVERY MAN

Just sign. Enjoy.

LENA

Oh, that looks like chocolate!

CAROL

It is!

LENA

Is that from Vinny?

CAROL

It's from Henrique.

LENA

I was right when I said, what asshole sent that?!

CAROL

(reading the card)

"I wish you the best on this special day..."

LENA

...You ugly bitch!

CINDY

It's all love, Carol. You know that.

CAROL

Alright guys, here's some chocolate-covered fruit, I'm sure. Here everyone, test these!

(CAROL brings the box of goodies to the lunch table and everyone emerges from their cubes to converge upon them)

MICHELLE

I don't want to offend anyone, but is that from that foreign

bastard?

CAROL

That's an apple, that's a banana, and these are strawberries.

DIANE

Those strawberries are huge!

CAROL

Come on guys...

MICHELLE

I guess I'm doing strawberries.

CINDY

Oh my goodness, look at the size of these strawberries!!

LENA

We're all going to turn into ugly bitches.

ERIK

What are you having?

LENA

Chocolate from Henrique. The one who called her an ugly bitch.

ERIK

And you're eating it?

CAROL

"I wish you the best on this special day. I hope you last for another hundred years."

LENA

I'm going to text him, thanks, asshole, for missing my birthday.

(office sounds segue: hum of voices/machines)

LENA

Erik, would you know what we would have got from Paypal power equipment on March 11th?

(to MATT, THE IT CONSULTANT)

That computer that's over there in the corner? Can that put

Quickbooks on it? Is it good enough?

ERIK

I don't think it's even connected to the network.

MATT, THE IT CONSULTANT

I'll take a look.

LENA

Are you showing a mysterious charge PayPal? here's what the transaction is. CRM Solutions? It says power equipment. I don't know what power equipment is.

CAROL

You know what's funny? I got something from PayBill-dot-com and it goes through Amazon?!

LENA

They have the easiest system in place. Why do I have to chase this shit all the time?

LENA

It's a simple system, why does it take me days? March 11th. Power equipment. Maybe a battery-operated something? Something for the lawn mower? Or snowblower? I can't pull it up by phone number, that goes to the Paypal...

(DIANE brings over a receipt to show LENA)

LENA

It went through Paypal. It was a hose for the pressure washer. They didn't charge us the right amount. Where are we, by the way on that Go Canvas thing?

ERIK

I'm holding off on buying things...

LENA

I don't think we have to buy it.

CINDY

Oooh, I have a headache. Too much sweets today.

(office sounds segue: hum of voices/machines)  
(April 16, 2015 - dramaturgy reference)

DIANE

My Comcast went out. It came back in at 6:30, then it went out again. They were at the finish line, they had all these hearts. And they put down these stones that represented each one...

RHONDA

I don't know why Comcast is so weird.

DIANE

I hate it. So I called them again this morning. They said there was a power outage. They said they'll send a text message when it's up. I said, well, you know what? I want a credit on my account. I'm not paying. So apparently it's still down. It better be up when I get home.

RHONDA

Maybe that's why we had glitches yesterday. If your service is down...

LENA

(to ERIK)

Are we going to start using Go Canvas?

ERIK

Oh, well Maury emailed me something from [inaudible] Alarm.

LENA

It's a company called [inaudible] and it's written for alarm companies. I can make an email template for Rachel that would have your calendar. If you could get our website guy to design all our emails. I already played with one. It's a great program, but it's for alarm companies. A lot of things, our cleaning stuff is so different. Rachel said Ned, it puts it on a calendar part... I was like it doesn't! What! But that's like one of the things we gave up.

ERIK

We had so many jobs. We gave up a lot of things because we wanted to print cards.

LENA

I think for the amount of work, and the amount of expense, and the learning curve with the turnover in help, we'd always be working on that, rather than working on jobs to

make money. The Service Company... and with those two, Erik sat there for an hour with them last night.  
(pointing at TEST HUMAN/PARTICIPANT-OBSERVER)  
Look, she's writing.

ERIK

So giving them a software program? They don't even write it? Now you don't even use paper, you have to go into a device?? And this works. And it goes through to Quickbooks.

LENA

You should have seen Michael, yesterday, it was hysterical, he was wearing the Seagram's hat, [I said you can't wear that hat, wear a PCS hat, and he put one on and said, it's too big, and I said, tighten the strap then, and ... he was upset about how it looked...]

ERIK

My wife's best friend is married to this guy, he 's like a football player.

ERIK

She went into his bathroom, and it was all his stuff. There were eight different kinds of hair gel, there was the cologne, the under-eye cream... I mean, I have products, I won't lie to you..

LENA

Would you go into a job wearing a hat with liquor on it?

(ringtone; DIANE answers.)

DIANE

I've got someone with a job for Michelle...You got that?

MICHELLE

No.

DIANE

It's going into voicemail.

(picking up phone)

Hello? For some reason it's not going through. What's your number? What's your name? Michelle, from the office, will call you.

MICHELLE

(punching in phone number)  
Good morning, is this Mark? You want to tell me...? OK, Mark, tell me specifically what you'd like done. Let's see, Mark, let me look at the calendar..

LENA  
(on phone)  
Would you like the order number? 3919175755. Yes. Debra Pearlstein.

MICHELLE  
(on phone)  
I'm calling to introduce my company...

LENA  
(to CINDY)  
I can't really read what you sent me. I can open it, but it doesn't give me the... I can move the... I can make it bigger...

(ERIK goes to LENA's cube)  
ERIK  
If I make it bigger you can see it.

LENA  
I would assume it's this one. We have to get rid of what's in there and delete that.

ERIK  
If you delete this...

LENA  
So let's see, let's look at activity. Why is that..? I have to go up here. Because otherwise... Oh, that's because I took the stuff just to be able to get it off the overdue. It took me days to move all the other stuff. Whatever.

ROBINSON  
(on phone)  
1-9-0-7.

ERIK  
I was downtown yesterday, and they've already blocked off Boylston Street. Don't you think that's premature?

MICHELLE

(to herself)

What's this mean? How do I answer this, this is funny. OK.

(LENA turns on software promo video)

CALL PRO CRM PROMO VIDEO NARRATOR

You can prioritize by... also... Call ProCRM call-waiting... There are about ten functions ... Notice how the CRM dials automatically when you move the the next record. With Call Pro CRM... contacts... No other system does this. Use the wrap up to log the call. Let's try another option. Now see how the customer information is on the right hand side. Another option gives you... just one... So now there's nothing else on the screen, all you have to do is make the call. But if you go back and select

(cuts out)

(another video promotion can be heard at low volume)

LENA

I'm getting snippy with Pipeline. I said, looks a lot like Pipedrive. What's the difference? She said, it might be helpful if you could tell me what you're looking for in a CRM. I said, it might be helpful to me if you would explain the difference.

TEST HUMAN/PARTICIPANT-OBSERVER

What's a CRM?

MICHELLE

Customer Relations Management.

LENA

I think I've tried too many. I'm going around in circles.

(ringtone)

DIANE

Do you want to speak to Vincent from MHelp Desk?

LENA

OK.

(picks up receiver)

Good thanks, how are you? I mean, no like, generally

Quickbooks, we went through all of it, and we called two or three people... I honestly can't do that. The way we're set up is... in your program. It changed the Quickbooks information. The service location became the billing address. We loved the program. It should just be bringing the information over without touching it. Quickbooks has a parent company, and subcompanies are called jobs. First there was an issue bringing things over which they corrected., this issue with a colon? Then there was an issue... it changed it in the file to the billing address... Correct. It would change it on the Quickbooks side. The service location was the actual physical job information. It's so critical, we'd have to go in and edit the billing information every time we billed. You can go back to Brittany and ask her... Yep... Yes... Yeah, sure. OK... Yep... Yep... Of course. Wow! Where have you been??? Do you know how much time we've worked on this? We said it makes no sense... I was told by Brittany... Yes. I see what you're saying. Is there a global way to modify them? ... You can go back to our.. I've talked to... Sure, why not. Call me back, I'm here till 4:00.

LENA

(on phone)

Sure... I loved everything about it, but when it changes things in Quickbooks... We were liking it. We actually stopped it because of the first problem, then we started again... I hear you, that makes sense... Sure... Yup... Correct... OK. I'm sorry, what was your first name? Alright, so yeah... Great... No problem.

(hangs up. to ERIK)

You're going to love that! That was MHelp Desk. He says, what are you talking about, you're set up wrong!

CINDY

Britanny told me that.

LENA

Vincent, he was showing me online. So he's going to play with the data. We're on the same page.

CINDY

That was the one we really liked.

LENA

That was the one with the web connector. Was that the one

where you could look at it from anywhere?

(to ERIK)

MHelp Desk. Guy named Vincent. So he says, can I take a look at something? I said, sure. In the customer record it says bill to customer location. I told him there was a guy who was screaming at me. I said to him, do you know Quickbooks? He said, yeah, I know exactly what you're talking about. Why would someone not know? Some of them had maintenance company and some had service company? I said, can I get Brittany on the phone? He said, sure, she's on another line right now. I said, as clearly as I just explained it to you, and you kept screaming at me? He took over my screen, and I could see it. He said, would you come back if I could fix it?

ERIK

I knew it, because it didn't make sense! That Brittany!

LENA

What was the other one? Tiajuana?

ERIK

Tiajuana, I bet that was somebody's aunt... Tia.

LENA

Here's the interesting thing, the developer who went in and fixed the colon issue, when he fixed that, he said, no, that's not on my side, that's something Brittany can deal with. He wanted to talk to her and play around with it, maybe there was something else that happened. I was thinking, why the hell are they calling us back? He must be one of the techs.

ERIK

They must have a catch, the ones who got away, to reboot it. They were the best. They responded quickly.

LENA

Wasn't that just after we said this morning the hell with it we'll just stick with the system we have?

ERIK

You know, the Go Canvas thing, all they do is make a work order.

LENA

That one had a dashboard too?

ERIK

This one had the unscheduled jobs at the top and you could drag them down.

LENA

And they did it with me, they took over the screen and they saw it and they said, that's the way it is.

(nodding towards TEST HUMAN/PARTICIPANT-OBSERVER)

She's going to have to go to volume ten of her notes, just on this company. I still want to find a better CRM... I'm not done. By the way, do we have to cancel Sales Force? Are we getting an automatic renewal?

ERIK

No, we paid through a certain point. You know, with MHelp Desk, we need the Service Program?

LENA

And the only thing with the Service Program is we just have no contact with them.

(looking at her monitor)

Nah. That's not good. It's work orders and leads.

DIANE

I had the chocolate-covered green apple.

ERIK

This whole sync with Quickbooks leads is a little...

LENA

I think the company I like is called Vanilla Soft. I have no idea where that comes from! It had an automatic thing, like a script...

ERIK

Did MHelp Desk have an email thing, like, we're on our way?

LENA

I don't think it did. It's possible that it does.

(ringtone)

DIANE

Lena, Vincent from the HelpDesk?

LENA

(picking up receiver)

Yeah, hi. Yes... Yup... Yup...

(she writes notes)

So hold on a second, it's something that can be fixed? Or it can't be fixed? ... Oh, OK. Hold on, no. So in otherwords, when we pull up a job under a parent company and we send it over to Quickbooks? ... Definitely.

(to ERIK)

Erik, you want to come and look with me?

(to VINCENT)

Do you want to go back to Join Me?

(pause, then computer makes low beep tone)

Can you hear me? Can you hear me? Something happened?

(low beep tone)

He'll call me back.

(ringtone)

LENA

I think that's Vincent calling me back. I don't know what he's telling me.

(ERIK laughs loudly. LENA drums her nails on the desk top. DIANE transfers call. LENA picks up receiver)

Hi, I don't know what happened.

VINCENT, MHELP DESK TECH SUPPORT

(on speakerphone)

I'm giving you the code. Are you ready?

LENA

Yes.

VINCENT

5-1-6-1-2-8-2-9-5.

LENA

OK, I can see you.

VINCENT

OK, I'm going to show you what happened. Here's a parent-child job.

LENA

Did this happen in the import from Quickbooks? We brought all the customers in over from Quickbooks.

VINCENT

I don't know why. You may want to check to make sure all the information is good. Here's the thing, when it goes back to Quickbooks, it changes the address. When I come to the child, the address is wrong. Look at the invoice, it has a bill to parent and a bill to child. The invoice is going to be right, what's going to be wrong is the job information. It's pushed over the wrong address. I'm going to submit for this to be fixed. Was there anything else?

ERIK

So let me ask you something. You're a big company, are you saying that right now your software has been changing all those addresses for all your customers?

VINCENT

Yes, all the invoices are correct. The only thing that's incorrect is...

ERIK

It's weird that people are OK with that. What matters to us is the invoice, but what's daunting is to think that it's changing anything in Quickbooks.

VINCENT

Yeah, yeah, I completely understand. Here's another problem I just noticed? If I go to new invoice? The billing address is wrong. So they'll have to fix that too.

LENA

Well, I hope you can fix that!

VINCENT

I've got it written up.

(LENA hangs up)

ERIK

Did he say how long it will be?

LENA

No. That's our problem, we're way bigger than their other guys. They're doing it all in MHelpDesk, and then throwing it over to Quickbooks. Like he says, the invoice is correct, it just pushes it over wrong. But we're billing from both places.

ERIK

They will fix it. I imagine it's an easy fix. It's probably a mapping thing. It's just mapped wrong in one place.

LENA

We know software fairly well. But what are other people doing? We have a basic knowledge of the way things work. But people in general pick this if they don't know the system, don't know Quickbooks very well. How can they even comprehend?

ERIK

They're the ones asking all the stupid questions on the forum.

(to CAROL)

What did you get to eat? I know a bakery bag when I see one.

CAROL

This is my cake!

ERIK

I ate one of the chocolate covered fruits.

DIANE

Michelle, I've got a call for you, George Kaplan.

MICHELLE

Oh, he's calling me back.

DIANE

I think that went into voicemail. Do you have do not disturb on again?

MICHELLE

I must have hit it. It's not lit. But when I press it, it doesn't go away. I'll call him back. Diane, I keep pressing the do not disturb button and it doesn't go away.

DIANE

It doesn't go away. It takes it off.

(DIANE calls MICHELLE)

MICHELLE

(picking up phone)

OK, are you there?

DIANE

Yes. It doesn't tell you it's on. Anytime it goes to voicemail, hit it.

LENA

(coming into MICHELLE's CUBE)

This is supposed to show me where you are in what you're doing. In this record, there's no activity under her. I went through all of that, anything that had been contacted, I put in in-process. The overdue, all these people had activities scheduled. There's nothing overdue, because I moved them. If you're only working in the activity screen, if you don't finish them, change the date.

MICHELLE

But I don't--

LENA

Nobody's been moved forward. I haven't moved forward anyone you've been working on.

ERIK

(also coming into MICHELLE's cube)

Some you'll find you set it on 17. You should also find some that Lena put there.

LENA

Or, you could work on this list, never contacted, if you finished today.

ERIK

What are you calling overdue?

MICHELLE

I worked on an overdue today that hadn't been contacted.

LENA

How is that possible? I'm working on her screen.  
(she goes to check her own monitor, then  
returns to MICHELLE's cube)

MICHELLE

Look. Where did Pipedrive go? Pipedrive? Right here.

LENA

You're not on overdue. You're on May 1st. Hold on. Don't  
click again.

MICHELLE

I'm not going to touch anything.

LENA

Here's overdue, there's nothing in overdue. Why?

MICHELLE

I was working in all? It was jumping all over the place.

LENA

You can just go to tomorrow. So if you see a four-sixteen  
(4/16), just go into that and change it to a later day.

MICHELLE

I could swear I was working in overdue today.

LENA

I don't know what you did. I'd guess you clicked on all.

MICHELLE

No, I worked in overdue.

LENA

Erik, can I show you one thing? If you go to deals...

MICHELLE

Where did it go?

ERIK

It's coming. It's just slow... See the one that's red? Click  
on it. So something's overdue, because that's scheduled  
today at twelve.

MICHELLE

I went into my activities. I saw meeting, this would be an awesome building.

ERIK

You can't work out of this screen too. A green arrow, you can do today. A red arrow is overdue. An exclamation point means no activity.

MICHELLE

Exclamations don't have an activity scheduled?

ERIK

So tomorrow she'll have a bunch of greens.

LENA

I don't think so.

MICHELLE

But you know what? Sometimes the names look so familiar, I might have called them.

ERIK

Click on this.

LENA

I think it's better if she sticks with activities, and if she has extra time she can go... She's got to work one place or the other.

MICHELLE

Eventually it's going to be.. I'm going to know the system better.

ERIK

The closer you get to this side, it's a hot lead.

LENA

I don't think you're right about that Erik. If everything that had an activity was in process? It would be there. Anyone she did today, shouldn't it be in that list? If what you're saying is true? Are they at the bottom? They should be a gray color, right? If you click on that, it is scheduled. So she could just work out of that.

ERIK

She could.

MICHELLE

I'm getting the system.

LENA

Pick one way or another. Either work in Pipedrive? Or activities?

MICHELLE

I'm just curious. The activities that are due are in a list, right here. When they're done, why shouldn't I just go to deals? OK, I click on this. Then I unclick it. I'm thinking sometimes all of that is not showing up under updates.

LENA

That's why there's confusion in going back and forth. When you look at this list, you can't see the notes.

MICHELLE

Why is this repeated in here three times?

LENA

You are double clicking.

ERIK

I'm a double clicker too.

LENA

Especially when it's so slow, you're like, did I click already?

MICHELLE

Did you go on that appointment? How was it?

ERIK

Don't ask. He had an unplugged refrigerator with food in it.

(office sounds segue: hum of voices/machines)  
(April 21, 2015 - dramaturgy reference)

MICHELLE

(talking to herself)

Jesus, could it be that inefficient?

(LENA enters, bearing a huge cake)

CINDY

Is it chocolate?

LENA

Of course!

(putting it down on the lunch table, and brings  
a piece into RHONDA's cube and sets it next to  
her)

(DIANE leaves her cube approaches the cake)

DIANE

Oh my God, it looks so rich! Want a piece?

RHONDA

I already got a piece.

LENA

You can have more than one...

DIANE

You need it, Rhonda, you won't be able to stop.

RHONDA

Cindy...

(ringtone)

LENA

(picking up the phone)

Hello?

(to DIANE)

Did you call me?

DIANE

No. The phones are weird.

(pause)

There was a guy running the marathon with MS? He finished at  
four in the morning! In thunder and lightening...

MICHELLE

I understand, they want to challenge themselves.

LENA

It's like Joan Rivers said about mopping the kitchen floor.

It's not like your husband's going to come home and go, "the floor's clean, lie down!" You run twenty-six miles, no one's going to give you a gold watch.

(ringtone)

MICHELLE

It's like my line was ringing...

(ringtone)

MICHELLE

I know that was me. Sounds like my phone is ringing, but it's not lighting up.

(ringtone)

MICHELLE

Now my light is blinking. Now it stopped. Whatever.

(ringtone)

(LENA starts up a software promo video, a male voice can be heard at low volume)

MICHELLE

(under her breath)

This system sucks...

(ringtone)

MICHELLE

Should I answer this one, when it's ringing? Oh, Pipedrive is slow... I don't understand this system.

(LENA goes into MICHELLE's cube and looks over her shoulder)

MICHELLE

For some reason, Pipedrive, I had all the information I had entered, and it's gone. The information was there, and then it went away.

LENA

No, it didn't go away... OK, you received the call... OK, so you can see that.

MICHELLE

But whatever I was doing, it would not let me do it.

LENA

Sometimes it can be too slow, and you're clicking back and forth.

MICHELLE

I think that's exactly what I was doing. But where did this come from?

LENA

You moved it to the next stage. So it should be in here...

MICHELLE

(reading off screen)

"In process."

LENA

What was his name?

MICHELLE

James McClure. But it's JBM.

LENA

So you did contact him. Or you put him in twice. You put him in as James McClure and as JBM. So you put him in twice.

MICHELLE

I got this blank screen, and I was, WHAT?

LENA

Somehow you couldn't find it, so you put it in again. I think you need to delete one...

(typing onto the keyboard over MICHELLE's shoulder)

NOW search for him.

MICHELLE

Now would it combine the two?

LENA

This is in here as a deal.

MICHELLE

I go to deals, and I go "add a deal" and that's how I enter someone new.

LENA

But you must have already entered him as a contract, Michelle, somehow you added it twice and that's why you can't find it.

MICHELLE

When I get that little short screen, you can't put enough information in. You know that little short screen I'm talking about? Sometimes it populates it...

LENA

I don't know what you mean, "populates." If you fill everything in on THAT screen it should go to the right place.

MICHELLE

Let me look at this screen.

LENA

Money bag is the deal that you have.

MICHELLE

So if I wanted to go to something else, I would go to activities.

LENA

No, you would go to deal.

MICHELLE

I understand it. When I get confused and I'm entering the deal, there's not enough spots for me to put in all the information. This one just didn't go as smoothly. I've GOT it. I got it. I just don't know what happened. Thank you... Am I on crack today?

LENA

If you are, why aren't you sharing it? I will say, getting information out of the program SUCKS. SUCKS.

MICHELLE

Yeah, I will say...

(office sounds segue: hum of voices/machines)  
(April 23, 2015 - dramaturgy reference)

MICHELLE

It's not ringin'.

DIANE

It's not going through?

MICHELLE

Did you send it, Diane?

DIANE

It won't go through.

MICHELLE

And I don't have it on do not disturb.

(ringtone)

MICHELLE

There it is.

(picking up receiver)

Good morning, Michelle speaking, can I help you? ... Wow, is that a weird mixup! That's bizarre. That is very strange... Yes, it is. It does happen, even in this great technological era we live in. Tell me your name again. An appointment on Thursday, April 23rd?

LENA

That's today.

MICHELLE

Oh, I'm sorry. I'm looking at a calendar that's off to the side. Friday the 24th. Paul, do you have a minute for me to look you up in my system? Because this system is just crazy. So, porter service, snow, police the grounds? Paul, what is your last name? And I need your phone number.

(hangs up and plays Michael Jackson jukebox)

Guess what. He said he got connected to someone else. He's not in the system.

DIANE

It wouldn't go through. It was weird.

LENA

What's his name?

MICHELLE

He's not in the system.

LENA

What is... yes he is, you called him on February 26th.

MICHELLE

This system is crazy, though, I'm putting in the address and nothing is coming up.

CAROL

Wayne Alarm called me like three times at three AM in the morning, and I called them back and no one answered. Then I called them again, and asked them to check on all the properties,

CAROL

...and they said they couldn't figure out why they called me. They said it must have been a mistake.

(LENA calls the alarm company, talks briefly and hangs up)

LENA

They didn't even have a record of having made the call to you.

CAROL

It must have been a mistake.

(LENA starts Unidentified Sales Software E Promo Video)

UNIDENTIFIED SALES SOFTWARE E PROMO  
VIDEO NARRATOR

...workspace...divided into four different sections. The first panel is the calendar. To schedule ... activities... will update that... calendar... a new list of all the open activities scheduled for today... the goal is to have an empty activities list by the end of each day. The last panel on the daily planner is alert. You can use the alert to... workspace... You

can also use the star symbol as a wild card... workspace items such as contracts... you can open task... is available on the right side... Open a task comes in a variety of types. When you select... modify... you can also schedule activities... contacts to these items. For example, you can... for example on the activities task page ... in this column... For example, a company may have more than one address. Press the.... button to add a new role. ... Browsing... records.. to open a search criteria screen... navigation... contact trees, select a contract group to display... Thank you for your attention. Feel free to contact us

(cuts off abruptly; burst of music)

(LENA starts Unidentified Sales Software F Promo Video)

UNIDENTIFIED SALES SOFTWARE F PROMO  
VIDEO NARRATOR

Workload... Let's start by... is indicated by the red outline and a wheel. Most of the wheels on the screen... contact...

UNIDENTIFIED SALES SOFTWARE F PROMO  
VIDEO NARRATOR

...appropriate information for the contract is still there. You can open.... Feel free to change that as necessary... You can track... contracts... to add an activity. Activities can also be added from the options button. Activities can be added... or they can be scheduled for future dates. Open activities are activities that don't have a result. This concludes... Thank you for your attention.  
(silence)

DIANE

Lena, this is Wayne Alarm for you?

LENA

Hello? Yes... Yup.

(laughs)

Panic... It's 8:20 in the AM, something no one knew about. Gotcha. OK, as long as there wasn't any problem.

(hangs up; to CAROL)

So it had to do with 150 Beech. They were entering information and someone hit the wrong key, and it sent it into the modem. You couldn't have answered it because it was hang-up. They dialed instead of...

CAROL

They probably just hit enter.

MAURY

It's a funny thing they were doing it at three o'clock in the morning.

(LENA starts another sales software promotional video at loud volume)

UNIDENTIFIED SALES SOFTWARE G PROMO  
VIDEO NARRATOR

CRM software is a crucial component of any successful business--

(LENA cuts volume down to a low drone; several minutes pass)

LENA

Diane, I just sent you something I meant to send to Cindy.

(ringtone)

DIANE

Hold on.

(to LENA)

A CRM? It says you requested a trial or something?

LENA

Put it in voicemail. I'm too tired. Everybody's calling because I keep trying them...

(office sounds segue: hum of voices/machines)

MICHELLE

(on phone)

Rob, let me pull you up, because you're not coming up in my system. We have a repair division...

MAURY

(emerging from the copy/fax/postage room  
holding up an envelope)

It took five minutes, but I stamped it. I was going to stand there until I did it. Or throw the machine out the window. I

was determined.

CAROL

It doesn't make sense how many buttons you have to push...

(DIANE goes into MICHELLE's cube and stands behind her overseeing)

MICHELLE

(reading out loud from a screen)

"Insert the edge of the DK roll into the slot until it is just in front of the cutter..."

DIANE

Right there.

MICHELLE

"Push down the roll release button and hit OK. Pressing the feed button feeds the DK roll." OK, so it backed it up and pushed it forward.

MICHELLE

(reading off screen)

"The roll of labels in the machine does not match the one selected in the application."

DIANE

It changed the size.

MICHELLE

Oh, it did? We should fill it in up here. Thirty-seven?

DIANE

Try that. Yeah. It made it smaller. Close...

MICHELLE

Diecut... why is this...

DIANE

Let me see if I have the other size.

(DIANE returns to her own cube)

(machine sound)

MICHELLE

It worked. I don't know what I did.

DIANE

Is that too small? I got the next size up.

ERIK

I don't know what's wrong with Pipedrive. Anybody's phone acting weird? Email?

CAROL

Mine keeps shutting down. I'll be talking to someone. The Apple sign goes off, and it reboots. And it comes back and I'm in the same conversation. It happens at least twice a day. "Hello? I'm still here..."

DIANE

Erik, are you working in templates?

ERIK

No.

DIANE

It won't let me in. It says you're in. "Blocked, Eric is editing."

ERIK

Oh... I don't think I AM in.

DIANE

No, it's saying you're still in it. There's something...

LENA

Close up and go back in, Diane.

DIANE

I did, but it still won't let me in. It says Erik's in it.

LENA

The weirdest thing, I went through the list  
(going over to ERIK's cube)  
...something is wrong. Whatever I'm doing...  
(long pause)

ERIK

At least that makes sense!

LENA

(to TEST HUMAN/PARTICIPANT-OBSERVER, with  
irritation)

Test Human/Participant-Observer, don't write this, it's too  
much. Do your work.

(office sounds segue: hum of voices/machines)  
(April 28, 2015 - dramaturgy reference)

(LENA and ERIK are in ERIK's cube)

ERIK

There used to be two spaces after a colon... because of  
typewriters...

(LENA and ERIK watch video of Baltimore riots)  
They burned it to the ground! And it's for them.

LENA

And what does it do for them?

ERIK

All these cowards, with hoods.

LENA

No kidding.

(LENA and ERIK watch video about wedding cake  
maker who wouldn't decorate cake for lesbian  
couple)

WEDDING CAKE MAKER COUPLE ON  
YOUTUBE VIDEO

(woman)

We're not protesting... I actually had the thought of.. pretty  
apologetic...

LENA

Bigotry.

WEDDING CAKE MAKER COUPLE ON  
YOUTUBE VIDEO

...that was the last I've seen or heard from.. down the  
street... after the issues with the referrals...

NEWS NARRATOR IN WEDDING CAKE STORY  
the state has brought charges and the complainants have said  
there were emotional and physical damages that add up to  
one-hundred and fifty thousand dollars...

WEDDING CAKE MAKER COUPLE ON YOUTUBE VIDEO  
We don't want to hurt people, that wasn't our intention at  
all...

LENA  
I have more respect for THEM.

ERIK  
Right where he belongs. He's right where he belongs.

WEDDING CAKE MAKER COUPLE ON  
YOUTUBE VIDEO  
We have the state saying our kids are going to be punished..  
that we're denying people their civil rights...

LENA  
No, YOU'RE going to be punished.

WEDDING CAKE MAKER COUPLE ON  
YOUTUBE VIDEO  
...so we're not trying to...

LENA  
They're actually proud of themselves!

MICHELLE  
So are you going to comment on it, Lena?

LENA  
I already did. I'll read it:  
(reading off her iphone)  
"Oh boo hoo. Don't feel bad for them. Don't attend  
the wedding. Don't say we don't understand. YOU don't  
understand."

MICHELLE  
Good for you! We live in America! We can speak our minds!  
  
(office sounds segue: hum of voices/machines)

CAROL

Do you weigh yourself every day?

LENA

I do. I know I'm not supposed to, but I do.

CAROL

Let me pee first!

LENA

I get down to my birthday suit, and move the scale to exactly where it was the day before. If somebody's moved it, I get pissed.

(office sounds segue: hum of voices/machines)

LENA

I have to say the whole process is ridiculous. In Quickbooks, it would do the next month automatically.

LENA

The only to fix that is if we took out the month. If we just said monthly trck or site, so only the date would be April.

DIANE

It seems like every time we do it, it takes longer to spool.

RHONDA

So you know, the online payment, it wasn't showing up because I was filtering it, unless I put April first to April thirtieth.

DIANE

But they never told us that. So the online payments were all...

ERIK

(to CAROL)

To park them, it's star 55.

CAROL

Did you see the rap sheet on that kid? I'm not saying it's justified...

LENA

No, but you can't be the animals that they are, you can't sink to their level.

MAURY

It was bad management. They were holding back, because of what happened in Ferguson, and that's why police got hurt.

CAROL

Did you see the mother beating the hell out of that kid? For looting?

LENA

(on phone)

Enter a valid email... There's one upstairs in my bedroom, and then I think theirs one downstairs. I did have to reset, but I called in and they have all the information... Just give me like the serial number, 'cause I'm sure they can find it by that? ... If you have to switch... Certain areas get better signals... 870A. You know what, you're cutting out at the end, I got 1238WD02... D-A??

LENA

...That's really weird. ... product... sales... support... toll free... I should buy a new one and start all over again... So what would be different? All I do is turn it on and turn it off. I don't have anything else programmed for it. Occasionally I sync the components.

(hangs up)

They're going to be playing that game in Baltimore on Wednesday to an empty stadium, closed to the public.

CAROL

I heard the national guard is going in.

(office sounds segue: hum of voices/machines)

LENA

We've got the Mcell thing, then we've got the thing that Matt installed. If it's not working, I know how to check the components. He says to me, what's the password? I said, I don't have a password, do you know what setting I have? On/off. I've learned how to relay to all the boxes, I know how to get into them, AND... it will be easier if you don't have to reset them all the time. So I said, they were labeled with everyplace they were supposed to go, and I had to around and get the serial number on everyone in the house

before they could reset it.

(office sounds segue: hum of voices/machines)  
(April 29, 2015 - dramaturgy reference)

DIANE

It's nothing you can fix. The billing sheet is correct. The problem is Quickbooks.

LENA

Get this, from the sprinkler company. "There will be a three percent processing fee for credit card charges over one thousand dollars."

(pause)

I'd like to make a note in the Service Program, now that you can click on something and it pops right up?

(pause, looking at a credit card bill)

Does anybody know what this is? GMpartcenter-dot-net. Parts of GMC, Pontiac...

ERIK

Someone ordered it online.

LENA

It says catalogue merchandise. I'm going to ask Carol. And if it's not her, I don't know...

(LENA makes a call; on phone)

I have a credit card bill, somebody from Perfection Cleaning Service charged it... I can give you the last four digits of the credit card... And Perfection Cleaning Service, if I give you the address? The bill says GMpartcenter-dot-net... .. It was five-hundred, eighty-two dollars and thirty-six cents...

(pause)

It says catalogue merchandise... Yes, on March twenty-seventh... Yes... And that's who called it in? And what was the-- alright, track him down.

RHONDA

Are you hearing anyone talk about the Apple watch?

ERIK

They've only shipped like twenty percent of them.

LENA

Did you see the Jimmy Fallon thing on the iWatch last night?

ERIK

I did a proposal in Pipdrive.

LENA

It should be you should be able to mark what you've done, so you can see what you've done.

ERIK

How am I supposed to log off Quickbooks, again?

LENA

No. Company log off. That's what I do. File exit works sometimes, and sometimes it doesn't work.

(office sounds segue: hum of voices/machines)  
(April 30, 2015 - dramaturgy reference)

(DIANE is in MICHELLE's cube)

MICHELLE

We're clickin' Look 'n Listen and it's not coming up.

TEST HUMAN/PARTICIPANT-OBSERVER

Maybe the sound isn't turned up on the computer?

MICHELLE

Here's play again. Today's hits, yesterday's favorites... It DOES work, because I've listened to voicemail messages. I don't think this will be a program, it's live.

DIANE

Yeah, but we've got to see if the audio...

MICHELLE

It should show up here. It should show up here... That's a little jargon-y...

DIANE

Paintbrush.

MICHELLE

Boolean logic. In the olden days they used plus signs, and

they called it Boolean logic. I always loved that word. I had it on my computer at home. No, that's a program, we don't want that. This is what I don't understand.

DIANE

Install it.

MICHELLE

No, I don't want to do that.

DIANE

You know who's good at this kind of stuff? Erik and Alex.

(DIANE returns to her own cube)

MICHELLE

How's Rhonda's paper cut? She was smarting.

DIANE

I got mine to work.

MICHELLE

Please. Come over and show me how you did it. Of course it would be my computer. Listen Live.

(reading off screen)

"Make sure your pop up blocker is turned off." Maybe that's it. Look, when I go to turn my speakers off it makes that noise.

DIANE

It's got Lady Gaga on.

MICHELLE

Listen Live.

DIANE

No, I didn't have to sign in.

MICHELLE

You didn't have to do all this.

DIANE

I did this, and this, and this.

MICHELLE

I should be hearing this.

DIANE

That's what I did and I got it. And the..

MICHELLE

What's that there?

DIANE

That's the speakers in the system.

MICHELLE

But I don't have speakers in this system, that's why I got these.

(pointing to external speakers)

Do you know where the pop up blockers are?

DIANE

Pop up blockers. Minimize this, so you don't lose it.

MICHELLE

You go to file. But I don't know how to get there on these new computers.

DIANE

What's this?

MICHELLE

That's my Pipeline.

DIANE

What's this?

MICHELLE

That's my telephone bar, so don't X that out.

DIANE

This is where your favorites are, you click on this.

MICHELLE

You can't X out of those. What did you do, right-click?

DIANE

I right-clicked.

MICHELLE

Go to properties... Windows Explorer? Downloads? Recent places? Where is pop up blockers?

DIANE

(indicating the external speakers)

Did they test them?

MICHELLE

Yes, but they don't sound like they're working now. Hardware and sound, did you do that already? Manage audio and sound... Speakers! There it is! It's green! Adjust system volume? It's in the middle.

DIANE

Play back... Speaker... Microphone you have.

MICHELLE

It's not plugged in, but that doesn't matter. Sound?

DIANE

Communication.

MICHELLE

"Windows can automatically adjust the volume for telephone calls." So this is turned all the way up. Did you do that?

DIANE

I did that. I think it's the speakers.

MICHELLE

Can you see that?

DIANE

No, I can't see mine.

MICHELLE

"System information." Watch. We'll prove .. that... OK, let's look for... It'll take a minute, because I don't know which one, I don't know how to find one...

RHONDA

You can't get it to work.

MICHELLE

But I can get voicemails.

(Speakers emit sound of voicemail)

It works!

DIANE

It must have to do with your system software.

MICHELLE

I hate this.

DIANE

You shouldn't have to sign in and log in and all that. It could be something with the radio station itself.

MICHELLE

What is this right here? Look! This is negative. Why is that one positive? Movie, photos, gaming, text. What is menu? Menu??

DIANE

Oh, you can adjust the color and brightness of the screen.

MICHELLE

This one says sound, right?

DIANE

It looks like a speaker.

MICHELLE

Should we do factory re-set?

DIANE

I wouldn't do that. Get somebody to look at it.

(DIANE returns to her cube)

(office sounds segue: hum of voices/machines)

ERIK

Oh, wait a second. Carol's not on. I think you can park that.

DIANE

I can block an account.

CINDY

Block unknown numbers. Don't accept unknown numbers.

CAROL

They're telling me I can't do that.

CINDY

Like don't receive calls from unknown...

RHONDA

I have that.

CAROL

Do you have an iPhone?

DIANE

When you block it and they call you, it says back to them, your number has been blocked. Or this number's not being accepted.

CAROL

OK, so... I just texted a Brookline cop I'm friends with... OK.

(DIANE goes into CAROL's cube and looks over her shoulder, as CAROL scrolls through a website on her monitor)

CAROL

So wireless. Yeah, but what happens is, I had this, and I was still paying for it, and he still calls.

DIANE

That's additional? Oh, he's doing star-60? He knows that.

CAROL

Test Human/Participant-Observer, you're not writing this are you? DON'T. I'm already dealing with enough. I don't want any more attention. My life is in threat.

TEST HUMAN/PARTICIPANT-OBSERVER

I'm just writing about you trying to get the phone to work. Why is he calling you?

CAROL

Because he can't work for Maury any more. I'm the only one

he can get to. DON'T. It trivializes it. It's not funny.

(DIANE and CAROL continue to confer)

CAROL

I called. This is the most I can do...

DIANE

Is there a way you can block...

CAROL

No.

(DIANE and CAROL continue with the website process)

(office sounds segue: hum of voices/machines)

LENA

(on phone with police)

LENA

His name's Henrique. H-E-N-R-I-Q-U-E.

COMCAST AUTO ATTENDANT

Welcome to the Comcast--

LENA

When I had a problem at my house, and Verizon told me to reset the router, and she said to me, OK, take a bobby pin-- I said, BOBBY PIN?? In this day and age?? And she said, oops. I don't even HAVE a bobby pin.

(pause)

Diane, did you get the guy from AT&T? OK, the simcard's in here, I just need the AMI number.

(to MAURY)

I have a detail for tomorrow, but I want to get someone here. He's calling every five minutes. I'll call the police and tell them that he's there.

(dials phone)

No one's answering. I want someone here. NOW. NOW.

(hangs up, pauses, looking at cell phone)

Does this look like it's charging now? It's not charging.

CAROL

And then should I get emails and texts? Esteban just said,

I tried to call you and I wasn't thinking I didn't have any data.

LENA

This is a little weird that this isn't charging.

RACHEL

It's just a slow charger.

MICHELLE

(to herself)

I don't like this system at all. And it disappears. That is weird.

(office sounds segue: hum of voices/machines)  
(May 5, 2015 - dramaturgy reference)

(LENA is watching One Page CRM software promo video)

ONE PAGE CRM SOFTWARE PROMO VIDEO  
NARRATOR

...conference tab, calendar tab. We combined all that information here. So, to get going, any contact can be... to the top of the action chain... the actions you... So at the end of the day it will remind you... next action folder, your contact, you have search, a pipeline of activities... So we click on the first contact here... so let's say a call-back calling... my next action.. Let's see, for example actually editing... so I want to set that one for... have an action with contact, more than one action, one next action. Now we move on to next action... close all of the other six or.. So let's go over here to... I just want to double check to make sure I called, and what I can do is, and going back here, my next action is.. So let's say... All the time it comes forward, but then on the follow up.. So in a situation like... I can actually decide what was ... to call... an appointment... GoogleDrive... Let's say... doublecheck... Jennifer... action...

LENA

(turning to see TEST HUMAN/PARTICIPANT-OBSERVER scribbling)

Test Human/Participant-Observer, I don't want you to write about this, but I want to show you something. See this list here?

(TEST HUMAN/PARTICIPANT-OBSERVER goes into  
LENA's cube and looks at her monitor)

LENA

(pointing at Pipedrive on her monitor)

It's proposal's sent. See how there are twenty-nine here in Pipedrive view? If go to list view of proposals sent, there are thirty-nine. Which is right? I think I'm going to change to a new sales software, but I need to be able to get the information out of Pipedrive. I spent all this time entering the information, and I want to be able to get it out.

TEST HUMAN/PARTICIPANT-OBSERVER

Can you export both lists and eliminate the duplicates?

LENA

You can't export from Pipedrive view. You can only export from list view.

TEST HUMAN/PARTICIPANT-OBSERVER

Can you print out the list view and go through it and check off what's on the Pipelone view so you can see what it's doing differently?

LENA

Look, now the list view says there are thirty-five proposals sent. What happened to the other four? You know what kills me, is they have piechart views. Who ever looks at a pie chart and figures out what's happening with their business??

TEST HUMAN/PARTICIPANT-OBSERVER

Can you call Pipedrive and ask them to dump all the data in a spreadsheet?

LENA

I'm going to call them, but they probably won't even call back.

(She starts up the One Page CRM Software Promo Video again)

ONE PAGE CRM SOFTWARE PROMO VIDEO  
NARRATOR

... you can have as many fields as you wish... webinar... the next action... you can also... So thank you very much. Let me know if

you have any questions...

(LENA backs up the video to listen again)

ONE PAGE CRM SOFTWARE PROMO VIDEO  
NARRATOR

... about your contact, and you can also... inquiry... or you  
maybe... email...

(office sounds segue: hum of voices/machines)  
(MICHELLE goes to LENA's cube)

LENA

Because this is independent of...

MICHELLE

I understand. Now if you look at it, it has no phone number,  
which is a crazy thing. What are those? Can you look at  
them? When did you get Pipedrive? Because this date is 2006.  
Did you import them?

MICHELLE

It's the third one down, in that system right there. But the  
two above that... So the first two, what are those worksheets?  
(pause as LENA looks at monitor)  
As I go, I learn.

LENA

Well, don't learn too much more. I'm trying to get the  
information out so I can put it in a new system. I'm making  
an Excel spreadsheet, so everything on the Excel spread  
sheet matches what we put in. Here's the thing, you can  
put in that, and then... We're getting there. I'm getting the  
information out. Now I understand where the DropBox goes to.

MICHELLE

That's good news. Thanks.

(office sounds segue: hum of voices/machines)

LENA

(getting up from her desk)

Alright, I think I've worked on this enough. I think this  
new program is going to do the trick.

TEST HUMAN/PARTICIPANT-OBSERVER

The very fact that it will be on one screen is a big improvement.

LENA

I listened to a video of a demo, and they did a good job. At the end people could type in questions, and she went through the list and answered them.

(office sounds segue: hum of voices/machines)  
(May 7, 2015 - dramaturgy reference)

LENA

Michelle, what time are you leaving today?

MICHELLE

three-thirty.

LENA

OK, I want to spend the last half hour going over the new program with you.

MICHELLE

Great!

(office sounds segue: hum of voices/machines)  
(LENA goes into MICHELLE's cube)

LENA

When you got that link yesterday, did you make your own password?

MICHELLE

Yeah. Do I need to take notes? Log in? I have to put my email address?

LENA

Did you say yes down there?

MICHELLE

Should I click on this? Great.

LENA

So...

MICHELLE

I got an email for everyone you sent me.

LENA

Oh my god, that is so funny.

(TO TEST HUMAN/PARTICIPANT-  
OBSERVER)

Test Human/Participant-Observer, you're going to have a worker's comp claim for injuring your wrist from all this writing.

TEST HUMAN/PARTICIPANT-OBSERVER

I'm going to stop at the end of May. It has to stop sometime.

MICHELLE

You must be hitting that.

LENA

I put them all in under your name.

MICHELLE

I know, you showed me.

LENA

Come over and do it on my desk, I'm going to email him, it's probably something under settings. It's some setting.

MICHELLE

It's got military time, oh my goodness.

LENA

I'm sure it can be changed.

MICHELLE

It's no big deal.

LENA

So I'm taking everything out of PipeDrive and putting it in. So the first thing that I put in here, this is actual, they've done these meetings.

MICHELLE

This one here? Just so you know, he didn't show up for two meetings.

LENA

I just have to go through it tomorrow.

MICHELLE

That's the due date right there.

LENA

When you click on that, all the information will come up. There's just one click. Every day you come in you'll just click down. It shows overdue in red. Everything's in the one list.

MICHELLE

Everything.

LENA

So when you click on select--

MICHELLE

What's "more"? Are these fields I work in?

LENA

Exactly. And we can add other fields, if you want to see underwear color, I can add it. Adding the deals you won't do. The way the other one was, it called everything a deal, but it wasn't actually a deal.

MICHELLE

So is this the call? let's see what the screen says. So that's where I'm going to put that info.

LENA

So you see this is interested, not interested, we can make this whatever. Then you save it. ALWAYS save it.

MICHELLE

Where did you go again on that? Oh, you put a line through? What did you hit?

LENA

I went to meeting, and... I don't know why it's... That's the thing I clicked that you didn't see.

MICHELLE

So click it.

LENA

No, that's been set up for tomorrow. Like refresh that. I now goes down, and we can see. You click off that you did an activity. then you put a note in. I'm thinking if you'd made that call you have SEEN all those columns, then you would mark it complete.

MICHELLE

That's the complete button.

LENA

And here all your emails will be there, once I figure it out.

MICHELLE

What about updates?

LENA

I don't know what that is. You can see everything THERE.

MICHELLE

Oh, wonderful! So when you click on a proposal? You know, I've gotten so paranoid, because I've had so many numbers disappear. It brings up the ones I had open, and I thought I had closed them.

LENA

You're working JUST within this one screen.

MICHELLE

That is wonderful. Wonderful.

LENA

If you click on this little thing, and you type in Haulking, Haulking comes up.

MICHELLE

Only one comes up?

LENA

Well, I haven't put them in yet. It was much harder to find them in the last one.

MICHELLE

So do I have to click contacts to search?

LENA

That search feature is independent of where you are. And I'm not positive, but let me just do a test... This system is going to be a lot easier for you to manage.

MICHELLE

That's wonderful.

LENA

You're not clicking. That's been driving me nuts. "Overdue." Such a pain in the ass.

MICHELLE

I clicked on duplicate and it mad more and more and it was insane!

LENA

You know how you told me about Dropbox and everything? When you send an email it will be here.

LENA

I think this is going to be amazing. Easy, easy, easy.

MICHELLE

That was bizarre! When I'm in Pipedrive, that's bizarre. I'm a demographic person, I get that name, number and email, and for them to disappear like that? This is beautiful.

LENA

There are a couple of Youtube videos, too.

MICHELLE

And what's the pipeline?

LENA

So I can scroll down and see all the activity.

MICHELLE

I want to know how many calls I've made every day.

LENA

Oh, here we go! Right here. Calls. You'll be able to see it here. I have to just figure out why it's not showing... I have

to look at settings and see why your screen's not showing what mine did. I wonder if--

MICHELLE

"Enable smart time and date." "Send me email reminder." That's what you must have clicked, that's why it emailed ME. Why does it say actions exist, for the "assign to?" Maybe you need to change the "assign to." Forty-three is me, so put forty-three.

LENA

Huh.

MICHELLE

Oh! What did you hit? Your name?

LENA

See what the problem is. I'm going to add the rest. Just put it on all.

MICHELLE

So you did them as yourself and you should have done it as me.

LENA

Maybe because I was logged in on my password.

MICHELLE

Oh my god. After all that...

LENA

You'll be flying!

MICHELLE

I never fly.

LENA

You're double-clicking. Stop double-clicking.

MICHELLE

See, I'm used to double-clicking. "Strip and amp." What's amp mean? Is that just a typo?

LENA

I must have been in the middle of something. Why is that

coming up?

MICHELLE

It's always coming up like that.

LENA

How weird is that?

MICHELLE

Don't tell me we're having glitches already!

LENA

Ampersand?

MICHELLE

OK, so don't use ampersand. This is wonderful!!!

LENA

A lot of the stuff in Pipedrive? When we tried to move it over...

MICHELLE

You'll be able to use that on your metrics?

LENA

The only thing to do with a pie is eat it. You have to figure out what the color means, and by the time you figure it out you could have just told me fifty percent.

MICHELLE

What is more or less? Where's that birthday feature? Did you ask him? I liked that.

LENA

I think we're going to like this.

MICHELLE

I love that line from the movie Gladiator: What have you been up to, my busy little bee?

(office sounds segue: hum of voices/machines)

LENA

(to TEST HUMAN/PARTICIPANT-OBSERVER)

Well, fingers crossed I picked the right software!  
(on her phone)

No, I'm just un-activating the card.

TEST HUMAN/PARTICIPANT-OBSERVER

Good luck tomorrow.

LENA

I think this is going to be a lot better. She's not going to have to put in the proposals anymore. Erik can do that. There were a lot of proposals out, and she wasn't calling on them. Now she'll just have one list.

TEST HUMAN/PARTICIPANT-OBSERVER

Can it do reporting?

LENA

Yes. I'll spend more time with her tomorrow. She always says yes too quickly because she wants me to think she's gets it. I'm going through all the information as I bring it over. I want to get a new mailing list, but I don't want to put it in until we see if this is working. I don't want to add insult to injury. You're going to have a great book!

(office sounds segue: hum of voices/machines)  
(May 12, 2015 - dramaturgy reference)

LENA

Rhonda, do you have your phone charger? I left mine at home.  
(LENA comes into RHONDA's cube to borrow her charger)

DIANE

I always forget mine. I should have one in both places.

RHONDA

Or just leave this piece at home, and take the wire back and forth with you.

CINDY

Lena, you know the guy from that program called, Shamus, "Oh, I was just wondering why you guys decided not to go with us..."

LENA

I don't even remember what they are.

CINDY

I've seen so many, I don't even remember.

(office sounds segue: hum of voices/machines)  
(May 14, 2015 - dramaturgy reference)  
(MATT, THE IT CONSULTANT is in CAROL's cube  
working on her computer)

MICHELLE

Look at this, November 19th. One that I scheduled.

LENA

But there's no number on this. Tell me the number, because  
somehow it got entered on...

(LENA comes into MICHELLE's cube)

MICHELLE

Why does it show up twice when I look it up? Is it 617-870-  
7253?

LENA

No.

MICHELLE

Of course! This is how the phone works, when I try to scroll  
down my last calls. My phone does this, I hit new call, and  
usually I don't get a dial tone.

LENA

So I don't know what number you called.

MICHELLE

How do you go back?

LENA

(consulting her iphone)

I'm going to Google the number.

MICHELLE

Is it still here? Gees, you'd think this would be accurate,  
huh?

LENA

YOU CLOSED OUT OF ONE-PAGE.

MICHELLE

You went there and that closed it out? You went there and it closed it out? That's my phone bar.

(LENA returns to her cube)

MICHELLE

So tell me what happened, so I understand in the future. I did have two actions, I completed one action. So it got entered as a person and not as a....

LENA

Wait a second. OK. I think it's fixed now.

MICHELLE

So what happened?

LENA

What did you enter? Where did you add Jeff? Metro existed without the name. You need--

MICHELLE

So it added a separate one, rather than adding a name where it already existed. I got it.

LENA

Awesome!

MICHELLE

It's going to be a lean, mean machine.

LENA

(laughs)

You're so funny.

MICHELLE

Not to add trouble, but I can get a calendar program that feeds right in...

LENA

There's a few I found that had company but no contact. If we have names in the system and want to put a second person in, you add it. If there's NO name, you click on edit and put it in. If you have a question, just call out.

MICHELLE

That's how we learn! Mistakes are for learning!  
(to herself)  
...action stream!

MATT, THE IT CONSULTANT  
(on phone in CAROL's cube)  
This is the fifth time I've called, and I've been on hold  
for twenty minutes, so why don't you transfer me and stay on  
the line while you're doing it.

LENA  
(to TEST HUMAN/PARTICIPANT-OBSERVER)  
You're not writing Matt's stuff, are you? ARE YOU?

TEST HUMAN/PARTICIPANT-OBSERVER  
Yes.

LENA  
Don't write Matt's stuff. It will going on for  
an hour. DON'T WRITE IT.  
(office sounds segue: hum of voices/machines)

MATT, THE IT CONSULTANT  
(still on phone)  
I can't get the DC to turn on... It'll be white, yellow... Yup.  
What do you mean like... Either the power supply, the power  
drive or the motherboard, or the... I mean, I don't know when.  
Why don't you send a new motherboard and power drive. Then  
why don't you... That's fine, I mean, if the technician needs  
to come out like three times... 386 Brighton Ave... Allston,  
Mass... it's going to be 02134... yes... correct... email, please...  
cellphone text.

(hangs up phone)  
(makes another call)  
Apparently it's all set. They'll ship the part out within  
five days and replace it.

(MATT, THE IT CONSULTANT goes to LENA's cube,  
LENA goes to the kitchenette area; MATT, THE IT  
CONSULTANT begins opening unpacking computer  
equipment from boxes)

(office sounds segue: hum of voices/machines)

MATT, THE IT CONSULTANT

It doesn't matter what the PC is, there's a service tag on each one, and you can plug it in and it will tell you the warranty.

LENA

Gotcha.

CAROL

I probably should have realized what was going on because I'd come in in the morning and it would be off. It was just kind of strange. I'd turn it on, reboot everything, and it would come back on. We were thinking it was power outages or something.

MATT, THE IT CONSULTANT

But it was going. All I did was take the harddrive out, but everything is just the same. Everything was backed up to the server.

MICHELLE

So I pressed resume and it didn't pick it up. It's still blinking. When I press resume, I get a dial tone. How do I pick it up?

LENA

(to MATT, THE IT CONSULTANT)

And did you work on the template thing?

MATT, THE IT CONSULTANT

I'm still setting up your PC.

LENA

OK.

MATT, THE IT CONSULTANT

(makes a call)

OK. 200 Riversedge. When you get on site give me a call and I'll either do it remotely or... OK.

MICHELLE

(to herself)

I can't cancel this! Hmmm...

MATT, THE IT CONSULTANT

(still on phone)

Hey. Yup. I have to upgrade those. Usually the computers need to have a license to update off the software, so whatever software you bought on the computers, I'm going to need, because I'm going to have to uninstall Office and reinstall Office. I'm going to need to have the license keys for the Office software. If you guys don't have it, you're going to have to buy new Office software... I need the Comcast user name and password... You're ... I'm going to need the office account to set that. I'm going to need to be able to log onto Comcast... Yup... Hold on a second...

(making another call)

Hey Scott. He needs access to the fourth floor and into the server where all the hardware is... The server room.

MICHELLE

(to herself)

Oh shit.

MATT, THE IT CONSULTANT

(still on phone)

Sorry about that. Got disconnected... Do control A, control F.  
(hangs up)

(LENA returns to her cube to talk to MATT, THE  
IT CONSULTANT)

LENA

Is there a way to save it so--

MATT, THE IT CONSULTANT

I'm going to have to research to see how to do it. You could paste it into email, save it as a draft, or there's a way inside here.

LENA

I think I did this before...

MATT, THE IT CONSULTANT

Yeah, like I said, there's a way...

LENA

Can you scroll down? I know I looked it up before.

MATT, THE IT CONSULTANT  
It might be under design or layout.

LENA  
There's a way to go to options.

MATT, THE IT CONSULTANT  
Theme?

LENA  
I know there's a way to do it.

MATT, THE IT CONSULTANT  
... with a video card in there? ... Got to go out, download a file... Quickbooks isn't always... it's even worse when you've got to... I emailed you guys the Dell technician. I think they'll come out next week. Hit open and restore, then drop down to... once you open up each one it'll save 'em in the list. So you should be good to go. You can replace the modem.

LENA  
You know, Test Human/Participant-Observer, you should keep a book on lunch... and diets.

(ringtone)

DIANE  
(answering phone)  
Hello! ... I know Rhonda had trouble with it yesterday getting invoices in, but LENA's in a meeting.

(office sounds segue: hum of voices/machines)  
(May 18, 2015 - dramaturgy reference)

LENA  
(to CINDY)  
If you can't find the thing in Pipedrive, just put it in again. I SAW it before. I saw it before AGAIN.

(office sounds segue: hum of voices/machines)  
(May 21, 2015 - dramaturgy reference)

RHONDA  
(in her cube sitting back in her chair)  
I'm waiting

DIANE

It still won't let you in? Did they answer it?

RHONDA

Yeah... Can you exit The Service Program?

DIANE

OK.

RHONDA

(picking up phone and punching intercom)

Hey Ned, can you exit The Service Program? ...Thanks.

(hangs up; to CINDY)

Are you in The Service Program? Would you mind steppin' out?  
They're trying to fix it. OK, who else?

CINDY

I'm out.

RHONDA

Everybody else out?

CINDY

I think so. Erik doesn't get it.

DIANE

Did your screen go black?

TEST HUMAN/PARTICIPANT-OBSERVER

What?

DIANE

My Quickbooks. My whole thing goes black. I got to close it.

LENA

Mine hasn't done that in a while.

DIANE

Me too. It just started doing it again. Ever since that new update. I've got to restart it.

LENA

Are you getting that, Test Human/Participant-Observer?

TEST HUMAN/PARTICIPANT-OBSERVER

Yes.

RHONDA

Three times a charm. They're rebooting my computer.

(She sits leaned back in her chair, looking at her iphone as remote techs remotely access her computer; Time passes; She stretches)

ERIK

(to RACHEL)

How's it going?

RACHEL

Good, I lost some weight. Depending on when I started counting.

(office sounds segue: hum of voices/machines  
RHONDA's screen remains is now black.)

RHONDA

It wouldn't let me log into The Service Program.

LENA

Really.

(walks away)

RHONDA

(to TEST HUMAN/PARTICIPANT-OBSERVER)

He's trying to reboot it. But it's like the fifth time. I think he said something like my data was corrupt? Oh, finally time to eat. I'm starving.

(she goes into the bathroom)

LENA

(returning)

The ice cream truck is here.

MICHELLE

Oh my goodness, how exciting. Are you having chips?

LENA

I'm having chips.

(goes into RHONDA's cube)

Where's Rhonda, did she go to the bathroom? Did they finish

what they were working on?

TEST HUMAN/PARTICIPANT-OBSERVER

She said they are trying to reboot it.

LENA

Trying?? Is there a problem?

TEST HUMAN/PARTICIPANT-OBSERVER

She said they tried five times.

LENA

What does THAT mean?

TEST HUMAN/PARTICIPANT-OBSERVER

She said they said the data might be corrupted?

LENA

MIGHT be?

TEST HUMAN/PARTICIPANT-OBSERVER

She said it casually.

LENA

That's not something you say casually.

(RHONDA emerges from the bathroom)

LENA

What did they say?

RHONDA

They were saying that the data was corrupted. They tried to reboot it, so they redid it to try to make it work better...

(office sounds segue: hum of voices/machines)

LENA

(on phone)

There's a call coming in and every time I go to answer it I get a beeping sound.

(ringtone)

There it is again. I think they're calling onto the main number which is 617-787-5857... Boston... OK, I appreciate it. Thanks a lot.

(hangs up; ringtone sounds; she picks up the phone again)

Hello?

(hangs up; to CINDY)

The phone keeps ringing and I can't answer it. I called them back and...

(ringtone; she picks up and hangs up again)

That's about the seventeenth time I've tried to answer it.

DIANE

Are they calling a fax number?

LENA

No. I called them. They have the right number. And it's not a fax sound.

(office sounds segue: hum of voices/machines; RHONDA is still sitting back in her chair waiting)

LENA

I don't know if there's something else wrong with the computer, because we're running everything else.

RHONDA

Yeah, he went in about four times.

LENA

I'm curious, so if you went to my desk would it work? Why don't you try going in on my desk and see if it's

(suddenly looking at RHONDA's monitor)

Oh, it's moving! They're still doing something! Yeah, there's... I don't know. Then there's that Active X

RHONDA

Yeah. I couldn't get in at all.

LENA

That's what you always get?

RHONDA

Yeah. I still think it has something to do with they didn't install the Active X at first, they did it the next day. Ever since then I get that message. Are they located in Massachusetts?

LENA

No, I think it's Florida. I'm not sure.

RHONDA

It's been pretty slow this week.

LENA

I think everything's been slow.

RHONDA

It was nothing out of the norm...

(RHONDA and LENA both gaze at the computer monitor as the remote tech controls the computer)

LENA

What the hell was that? He has no idea what he's doing.

RHONDA

Jason's good.

DIANE

Jason knows that program inside out.

LENA

He just took the admin off. Why is he taking the admin off?

RHONDA

Does he know that?

LENA

His name's Shad. Now we know it's not Jason. Has this been the same guy working since this morning? I'd like to write him a message, isn't anyone else going to help with this?

RHONDA

I don't know why, he said he's going to call.

LENA

And we've been off-line since eight o'clock??!

DIANE

He's been on that for six hours.

RHONDA  
Yeah, a whole workday shift almost.

LENA  
(to ERIK)  
He's been in The Service Program all day. He's Shad...

ERIK  
That SUCKS!

RHONDA  
He's like doing the same thing.

DIANE  
I've got a number we can call. 617-435-7546.  
(picks up the phone)

ERIK  
So what happened?

RHONDA  
I tried to get into The Service Program to create invoices and I couldn't log on. So it keeps saying error, and that big message box...

ERIK  
That's happened to you before.

RHONDA  
It always happens to me, but usually I can get in.

DIANE  
(on phone)  
Is this Shad? You're working on Rhonda's computer? She's been down all day. So we want to know what's going on?

RHONDA  
He picked the phone right up. That's kind of spooky.

LENA  
Can she log in on another computer? No one's on. He's had us shut down all day. And what about Ned? He needs to print cards. Is it Shad or Chad? Like a hanging...

DIANE

Everybody but Rhonda can sign in.

LENA

(to RHONDA)

I'm not going to be here in the morning, so go in as--any one you want. How weird is it that he answered the phone? And he's in the middle of working on our thing? I'll tell you one thing. I like the program, but if I could find something similar I'd change it tomorrow. I've looked at so many...Haven't you read Test Human/Participant-Observers book?? You can tell me how many places I've been.

(LENA and RHONDA watch the remotely controlled monitor; office sounds segue: hum of voices/machines)

I feel better that someone else is doing it with him, they're into the DOS and stuff like that.

ERIK

Oh, it's doing the scan. They've done this before.

DIANE

Every time we do an update. I know that...

ERIK

Has anything been weird with it?

RHONDA

It just turned black today.

LENA

(looking out the window at the street)

Did that guy in the big truck just beep at that little woman? She almost fell over. Seriously??? Can you imagine that asshole couldn't take his foot off the gas for a minute?

ERIK

I don't know, if you remember on Facebook, there was a weird clown in California who would just stand out there at night. But he wasn't breaking any law.

RHONDA

(looking at her iphone)

What in the hell is going on?? Oh my goodness--scandal!

DIANE

You can't put the checks in or anything!

RHONDA

He said he's going to resolve it.

(office sounds segue: hum of voices/machines  
and remote techs continue to manipulate  
RHONDA's computer)

(ringtone)

RHONDA

(picks up phone)

Hello? Yay!!

CHAD, THE SERVICE PROGRAM TECH

(on speaker phone)

...But it's just doing it on your machine. So we brought it  
over to our system and it works.

CHAD, THE SERVICE PROGRAM TECH

So I don't know if your machine is corrupted. It's just your  
machine. I don't know if a tech could reset it--

LENA

This happened after a Quickbooks update. Are you current  
with the Quickbooks update?

CHAD, THE SERVICE PROGRAM TECH

Quickbooks would affect our software. We've never seen this  
error before. We've researched it, and it goes back to  
August, 2007.

LENA

But nothing else has happened to this machine. We've been  
using it all along.

CHAD, THE SERVICE PROGRAM TECH

Like I said, it's only this machine. We can argue all day  
long. You should reset it. You can scan it for viruses, but  
you're still going to have to reset it.

LENA

So after he resets it, you'll re-install it?

CHAD, THE SERVICE PROGRAM TECH  
1879 option 2, call me and I'll re-install. The database  
does not reside on that computer, correct?

LENA  
Correct. But you know, that Action X, that error that comes  
up, she's had that since day one, and it's always been just  
on her computer, and you've never been able to get it off.

RHONDA  
This morning I couldn't log in...

LENA  
I'd rather-- we've never--

CHAD, THE SERVICE PROGRAM TECH  
One stupid little file, one little file is missing or  
corrupt...

LENA  
Can you tell me why she shouldn't get in today, because  
that's something separate, right?

CHAD, THE SERVICE PROGRAM TECH  
I can't even remember, I did so many things today. I just  
don't want to hit OK and bypass.

LENA  
I'll still have my IT guy, when he comes in... I want you  
to tell us what happened this morning, so next time this  
happens you can go right there.

CHAD, THE SERVICE PROGRAM TECH  
Alright, I'll put that in the record, but if something  
happens two years from now we're not going to look at it.  
Thank you guys.  
(hangs up)

LENA  
They've been working all day for no reason whatsoever! And  
the last thing he said, that Matt would have to restore  
email, everything??? When she can just hit OK. So he saw  
that Active X and didn't say, how long have you had that?  
What an idiot!! He was a little pissed..."a stupid little

thing in Windows" Oh! is that a new technical term?

RHONDA

He was just like, I'm going to call you.

(looks at screen, reads)

"Evaluate your session"

LENA

We still think you guys are a bunch of idiots.

RHONDA

He's like, Oh, ask for me when you call back.

LENA

When you call, you say like, is Shad there? No? Great!!

RHONDA

All day, for nothing.

(office sounds segue: hum of voices/machines)

LENA

(on phone)

I called Comcast, I said, first I waited four hours, then two days. She says, did I send you an email? I said, in 2015, you can't figure out if you sent me an email or not? She told me it went to management, then to the portal department, and now... They sold me something no one knows how to get WORKING? I want to know what an individual person who called... No one really knows the answer. I have people yelling at me. They've sold me a system that's not able to DO what they sold it to me for. I went online and they said click on this, click on that, and it doesn't WORK. That's a different report, when you go into portal, and pick an individual user, you should be able to click on the drop down and get a report on the user. That's what it says I can do in the documentation. I should be able to look at an individual person and get all the calls they made. I had fifty million answers, I was told I had to get a pin number, I spent two hours getting the pin number and that didn't work, and I got bounced all around... .. You're not bouncing me around, but Comcast is bouncing me around... .. So the system's USELESS to me. I got it for that reason... .. I know you do, but unfortunately you're the middle person, I feel bad for you.

(laughing)

I had the salesman on the phone three days ago and he got further than I had gotten on my own, and HE was saying, why isn't this working? I don't want to bother him again... .. I know it's just something you just have to switch on... .. NO. That's what they were supposed to get rid of three days ago... There is not that email ANYWHERE in the documentation. Comcast took that on their own and plugged it into our account, and I've got a BOATLOAD of documentation, and that email isn't anywhere in there. That person used to work for us a long time ago. Someone from Comcast put it in... Yeah, that's fine... Yup.

(hangs up; to ERIK)

So you know where that email went on the follow email? Seich. Seriously??? See, they're confused, because they keep going to that report that comes after that bill, that has everyone. I said, you sold me a feature that doesn't work. She said, no we didn't. I said, yes you did.

(ringtone)

LENA

(picking up phone again)

Comcast-dot-com... I'm sorry, it's log-in... OK, Alright. You want me to got to www-dot... See the call log? ... Are you back at that question? YEAH... Which is what I'm in. There's something that didn't get put in... I'm guessing but... It doesn't make any sense that it's this much trouble getting the information... I'm not going to be in tomorrow, here's my cell: 617-908-1500... Wow! I swear to god, they pulled every single order, it's not anywhere. It doesn't exist. The sales engineer got on the phone with us. It's not anywhere on the records... Right... Yeah, no, but it probably was being used... technically it's used. I'll sign whatever you want, but get it off. Or how about this, tell them to send my bills to that email, and see how fast they fix it and find me... Right... OK... OK... You know, I'm not a betting person, but if I start, I ain't starting with Comcast... Alright, I appreciate it, Cassidy.

(hangs up)

I called her Cassidy, I think it's Chastity. You'll love this, Test Human/Participant-Observers. They have three kinds of tickets, open, working and parked. So my ticket's been parked. Where is it parked? What does that mean? Parked! She

says it went to management, to portal, to development, and development is really management. And you know what? Somehow because we had an account YEARS ago with Stephanie's email, they plugged that in, and now they can't get it off. No one has the authority to remove it. They can add me but they can't take that off. And they told me they legally couldn't give me the pin number. Somebody named Dennis. She keeps telling me Dennis is working on it.

RHONDA

It's Chad!

LENA

I don't know how the system works, but I--  
(ringtone)

DIANE

(answers phone)

Lena, Barat from Comcast.

LENA

Hello. Uh huh... Yes... I'm not sure that... I know that there is a report that you can go into. I'm calling about going in as admin, picking a user. According to my documentation, I should be able to see a call log... And I can't see more than twenty calls. When we see online portal, we should be able to go to a drop down; are you telling me it doesn't exist? ... So I have no ability to see that until after the monthly bill comes out?... And have you seen the report? It's an awful report. I need to be able to see the calls being made by my sales force... ... Portal... You can't get it until a bill is produced, what good does that do someone? I can't look on a daily basis and see the calls my salespeople have made? ... It took us... Somebody at Comcast plugged in an email address that doesn't belong to us, and we had a terrible time getting rid of it, but that's not what I'm talking about. Somebody's working on it, Dennis--but I don't know what he's doing. I gave it to this Chastity--but I don't know if she put it in our records...

(hangs up; to ERIK)

OK, so I think I just talked to India now. That's probably a racist comment. They're working on something totally different from what we want. Thing thing that needs a pin number. The system only shows you twenty. I said to him, that's totally useless for a sales team, you can't see the

calls you made in a day? He said, we'll see if there's a way to work around it.

(she goes into MICHELLE's cube)

I know more about Comcast and their friggin' system than I ever wanted to know. ...

Yeah... They're on her phone.

ERIK

Oh my god, I found it!!

LENA

I can see it on her record, on her telephony?

(LENA goes to ERIK's cube)

Click on your... now click on... I CAN see on her phone.

ERIK

I think it only gives twenty... it's the same as...

(ERIK is on his phone. CINDY and MIKHAIL are in the cube)

ERIK

(to MIKHAIL)

Are you all set up with your phone? Comcast won't let you use it till you set up an ID. Do you know your Apple ID? Your Apple ID for email?

(returning to phone)

So hold on, bear with me a minute... No, it has to be eight characters... has to be seven. OK.

LENA

(to CINDY)

Is it your Google account? Or... Is that where you have all your stuff? Is it QuickFix? Is it 78perfection-dot-com? Are you sure it's not 787QuickFix?

CINDY

No, the emails. The password is 787QuickFix.

LENA

Is this the stuff that you need? Is it Google Drive Perfection Cleaning?

ERIK

(to MIKHAIL)

It's going to ask you for your password. Capital P, 0557.

LENA

(returns to her cube, checking her iphone, reading)  
"Free dry bar blow-outs, for forty-eight hours. Flash give away. With this give away it will be on us.

RACHEL

I don't know where my phone is. I think I lost my phone.

(LENA returns to ERIK's cube, joining ERIK and MIKHAIL working with MIKHAIL's phone)

LENA

He has iCloud... I turned his photo stream on.

ERIK

(to MIKHAIL)

You'll have it, whether it's tomorrow... We'll get this... Leave this here. Because it's connected to the wifi for backing up.

ERIK

When you leave, it will start backing up. You could put... just go to apps...

RACHEL

When that one finishes backing up

ERIK

You'll have it tomorrow. You can download it, but not on this phone.

MIKHAIL

Thank you.

(he leaves)

(office sounds segue: hum of voices/machines)

(May 26, 2015 - dramaturgy reference)

ERIK

I got almost a great report from The Service Program. But it's half empty. All those times I know are entered in, but it shows zeros.

LENA

You know the phone number... Call him.

ERIK

Shad. Shad, how's it hanging?

(HOLDING UP A REPORT)

It's so funny. It's right there. All the times we entered.

LENA

Is she writing?

TEST HUMAN/PARTICIPANT-OBSERVER

You're talking in such a low voice...

LENA

I'm like whispering, is she writing?

(ERIK returns to his cubicle to call The  
Service Program tech assistance)

ERIK

Diane, what was the number you called, remember when The  
Service Program wasn't working and Shad was answering?

DIANE

888-862-4619 and when they pick up press two.

ERIK

(makes phone call)

Hi, it's Erik from Perfection Cleaning Service. If someone  
could call me back I'd appreciate it. 617-787-5857.

(office sounds segue: hum of voices/machines)

LENA

When you called that Service Program number, did you pick  
option two? Because when she called they picked right up.

(office sounds segue: hum of voices/machines)  
(May 28, 2015 - dramaturgy reference)

ERIK

They're going to call me at twelve.

LENA

What was wrong with the Smart Service one? Because he emails  
me every day. That Fleet Mac? I was reading reviews on it?  
Awful. ... Who's calling you?

ERIK

Joe.

LENA

Is he good?

ERIK

Yes.

LENA

I've told them I will pay them to get it right.

(LENA, TEST HUMAN/PARTICIPANT-OBSERVER and NED  
go to ERIK's cube)

ERIK

Yes, but they can't, because they'd have to rewrite the whole software. And the other thing is, try to find where that 210 is. If we go to route ticket, route number... Fuck. You have to close all those before you can run another one.

ERIK

(long pause)

Nothing. It's on the card, it's not on the report. It looks like it's rounding all the times to the closest five minutes.

TEST HUMAN/PARTICIPANT-OBSERVER

Is there any documentation that tells you how to use it?

ERIK

They don't do manuals anymore. It's all online. They just make a video.

NED

The best thing is, it's like Sony Pictures, then it's like someone talking in a closet. It was like Sensurround.

LENA

The guy who does Pipedrive? That's the guy they hired. I put it back and said, hey! That's the same guy, the same tone, wait I minute, I've heard this voice before...

ERIK

They have these chats...

LENA

Maybe we SHOULD go back to Murray.

(she pulls up Murray's Thoughtful Systems website)

RACHEL

(approaching ERIK's cube)

I can't get in. I've tried every password I've ever had and I can't get in. I think maybe I changed it. I think Welcome1 didn't work and I asked Matt to change it. I've been on it recently...

ERIK

Try Vacation1. Try Bookshelf3.

LENA

He interfaces with Sage now. What the hell, we can call him. Can we get a demo on it? It was expensive, but he did customize it. He's changed since then, I don't know what he--

ERIK

(typing email)

They're going to laugh when they see this come through.

LENA

A customer's a customer.

ERIK

Oh, there's a little slideshow here.

LENA

It's the same bullshit.

ERIK

Thirty day guarantee... free support. I remember his new calendar was nice. It's almost like if he looked over The Service Program I could tell him what I like and he could do it.

LENA

His old system was a little--

ERIK

A little archaic.

LENA

It was DOS. It was a lot archaic.

ERIK

He's got everything. Real time Quickbooks link.

LENA

I'm not crazy about real time.

ERIK

He's got a desktop version. So that's right, he's had desktop, web express, internet-based solution, then there's the mobile app. Look how nice the mobile is.

LENA

He built a lot based on us. How funny to go back to Murray!

ERIK

We've been searching through so many programs.

LENA

The truth of the matter is The Service Program is fine, but we can't get to the information. He's using the antiquated system, the SQL server.

ERIK

I think the upgrade, the...

LENA

I will say that this was a little archaic, the other system works much better. He's still working on a DOS platform. That's still old. And the other thing was he worked off that slots. And that was a huge problem. And seeing that, that's exactly what we had before and that didn't work. His website's improved but the software's the same. It looks like it's the same.

ERIK

And you couldn't enter the time, you had to multiply it by two.

LENA

Well, that's what that three thousand dollar price was about, it was still going to be based on DOS and SQL, which everybody said was old.

ERIK

(reading)

"what a robust system it has become in twenty-five years of development."

LENA

What's changed, system-wise, not the features? Which had to happen, because I think he's mobile. I also read that someone bought The Service Program app, but someone wrote, "these assholes don't support it." This is what I read. I should be reading porn instead.

ERIK

So Thoughtful Systems doesn't come up. It had that Apple thing, it led you to believe..

LENA

That's the whole problem for us, we're way too big for what these programs are written for.

LENA

Remember when Andy wrote that program for us?

TEST HUMAN/PARTICIPANT-OBSERVER

Could you get someone to program reports for you that access The Service Program data base? Because all the information is there.

ERIK

If we go to the server, there should be a Service Program folder. Right here, The Service Program data.

LENA

Their mobile system is so awful.

ERIK

They don't even have an app. It's like you're looking at a website on your phone.

LENA

If it's just the report, let's do it on an Excel spreadsheet.

ERIK

Entering the information in The Service Program is so easy.  
But we can't get it out.

LENA

I don't even care about the rounding. It would still get us  
SOME information. We're not getting ANY information. Maybe  
we're entering it wrong, it doesn't make sense that the  
reports don't work, is no one else doing it? The reports  
are actually in their software, so maybe we ARE entering it  
wrong.

ERIK

Maybe we are.

TEST HUMAN/PARTICIPANT-OBSERVER

Somehow we have to simulate--

ERIK

They'll back up the data base, then restore.

LENA

Seeing Murray's thing made me think, OK, I remember it  
all, he's cleaned up his website, he hasn't cleaned up his  
software. We were using... I can't believe I remember all  
the shit we've done. I wish there was a delete button in my  
brain. I think it IS a good program.

ERIK

It is.

LENA

That's why it's so frustrating...

(calling over to RHONDA)

Is it still running Rhonda?

(turning back to ERIK)

That's another thing that worries me. Our data base is so  
huge that I'm worried. It takes so long to spoon-- spool

ERIK

Maybe you ARE reading porn!

LENA

Spool. Is that a new term I should know about?

ERIK

We are at the point now with our list, it's either going into The Service Program or we could put it on a spreadsheet like this.

LENA

I almost feel like we should have that anyway, as a backup.

ERIK

I almost feel like no matter what they say, even if we had to do it, we could adapt.

LENA

Yeah, we'll adapt. If we could get the friggin' information? Why wouldn't we?

ERIK

Lena's right. It's because we're too big. ... It sucks, you spend all the time getting on it.. and then you have a spreadsheet running along side it? Should you have a notebook on top of it??!

(office sounds segue: hum of voices/machines)

RACHEL

How unhealthy do you think a spinach pie is? Are you going to have one?

LENA

Yes.

ERIK

Oh, that smells delicious! What is it?

LENA

It's the leftover eggroll.

DIANE

It takes so long to...

(ringtone; ERIK picks it up on speakerphone)

MICHAEL, THE SERVICE PROGRAM TECH  
SUPPORT

This is Michael from The Service Program.

ERIK

We're--

LENA

(approaching the phone)

Can we ask you a question before... This isn't our problem, just curious-- we're doing monthly bills? It takes up to two hours to get to the point of posting to Quickbooks. Is it getting to be too big?

MICHAEL, THE SERVICE PROGRAM TECH  
SUPPORT

I don't think it's that, what we may want to do is the next time do it on the server computer. I think it slows it down if you do it on your work station, it has to transfer from there to the server, then back to your work station, then after it calculates it, it has to go back to the server.

LENA

Our server, I don't think The Service Program is on the server.

MICHAEL, THE SERVICE PROGRAM TECH  
SUPPORT

Yes, you need to put the Service Program and Quickbooks on the server.

ERIK

So Mike, the question we have with the reporting is, that we've just tried to run is the budgeted time versus the actual report;

LENA

We're thinking maybe we're entering the information wrong, when we look at the report, the variance isn't reported accurately.

MICHAEL, THE SERVICE PROGRAM TECH  
SUPPORT

Are you using the Excel report I wrote for you?

ERIK

Do you want to take over the computer?

MICHAEL, THE SERVICE PROGRAM TECH

SUPPORT

Yeah...

ERIK

Do you have the code?

MICHAEL, THE SERVICE PROGRAM TECH  
SUPPORT

The code is 59062.

LENA

I texted Matt so he can get that up and running.

ERIK

Matt gives you a way to take over the server.

LENA

That's actually better, because she can't use her computer  
for two hours. I'm just worried about the whole thing  
crashing.

(pause as LENA, ERIK and TEST HUMAN/  
PARTICIPANT-OBSERVER watch the monitor under  
MICHAEL, THE SERVICE PROGRAM TECH SUPPORTs  
control)

See, that's the different one that you went to.

ERIK

Yeah.

LENA

And that one makes more sense.

ERIK

Michael, that report you were just in, can that go to Excel?

MICHAEL, THE SERVICE PROGRAM TECH  
SUPPORT

If you had the full version of Access, you would be able to  
right click and export to Excel. You have to get a special  
edition of Office that does have Access, and you get other  
tool bars and you can have more features in The Service  
Program.

LENA

Just that report you just showed us...

MICHAEL, THE SERVICE PROGRAM TECH  
SUPPORT

I think the reports you were running were the route tickets. Up here it says exclamation point, name, that means something's not working. If there are some nulls in there the whole report won't calculate. I'll get Bill to look at it.

ERIK

If it's a matter of inputting something differently, we'd really like to do it.

MIKE, THE SERVICE PROGRAM TECH  
SUPPORT

I don't have any way of knowing what it is. Bill will get back to you.

LENA

And the mobile, is it an App?

MICHAEL, THE SERVICE PROGRAM TECH  
SUPPORT

It's still an App, it works so long as you can make a phone call from the job.

ERIK

It's not customizable, so you can't NOT display certain items?

MICHAEL, THE SERVICE PROGRAM TECH  
SUPPORT

You define the fields, but they are able to see customer information. The App is not customizable. But if you want us to customize it for you...

ERIK

That would be AWESOME! Do you realize how many times we've asked for that? OK, so he'll get back to us. Matt--

LENA

Who do we get back in touch with about the Mobile?

MICHAEL, THE SERVICE PROGRAM TECH  
SUPPORT

Do you have it installed, are you paying for it?

ERIK

We had it, but we turned it off.

MICHAEL, THE SERVICE PROGRAM TECH  
SUPPORT

I'll talk to Paul about setting it up for thirty days.

ERIK

We don't want to use mobile for the cleaners. We have one person who... If I sort this list by Cindy.. It's these two techs that we'd like to have a mobile solution for. This is all we want to use it for. For them to see the jobs scheduled, enter their times, write notes, I don't know if there's a GPS stamp or not.

MICHAEL, THE SERVICE PROGRAM TECH  
SUPPORT

Out of the box without any changes, that's what the app is meant to do. If you click on the task, you see everything...

MICHAEL, THE SERVICE PROGRAM TECH  
SUPPORT

Let's get it turned back on, we'll set up a time next week, and we'll go over it with the three or four of you on the phone. Our tech support will flip it back on for you and all the URLs should be the same.

(loud machine noises rise behind his voice  
through the speaker phone)

LENA

Are you in a tunnel or something?

MICHAEL, THE SERVICE PROGRAM TECH  
SUPPORT

I'm between calls, so I went outside, I'm walking around. OK then.

(hangs up)

ERIK

He knows EVERYTHING.

(pause as ERIK runs report looking at monitor)

Am I crazy? Did he run that report and it didn't look like that?

LENA

How many times did I tell you to look at analysis reports?  
(looking at the monitor)  
No, that wasn't it. What do we have to have? Access? I'll  
call Matt.

ERIK  
Office Professional, but we HAVE Office Professional. It's  
an analysis report... ... Is this the one that I just ran?

LENA  
Is that it? That's not it either. It wasn't summary by  
route?

ERIK  
I think that's the one we just did. Was it an analysis one?  
I thought it was something that had customer.

LENA  
I don't know which one it was. So try there. ... No... ... Oh! Was  
that it?

ERIK  
Yup.

LENA  
No, I have to put my glasses on. I don't think that's it. It  
wasn't by customer.

ERIK  
Yes, it was by customer.

LENA  
I was pretty sure he went to team. You didn't do that last  
one did you? I cannot believe we do not see that thing.  
Ridiculous.

ERIK  
We went through all of them. Why do I think it's this one?  
(pause as report runs; reading)  
"Error in the form of your sequence statement."

LENA  
I swear it was in the analysis report. I feel like you  
should close everything, something happens. He was in  
ours, right? It was down on the list, in the analysis, it's  
driving me crazy.

(watching monitor, as ERIK generates reports)  
That was the report that didn't work. Maybe he was looking at a different date.

ERIK

I was sure he was in May though... Wouldn't you say it was this one? See this? Something's screwing it up. Let's pick a different... uh...

LENA

I don't think it was by customer.

ERIK

By route? It's like we're getting an error message on every report. I always feel stupid when I talk to him, and he says, it's right here.

LENA

Go on chat.

ERIK

Maybe I'll email him, if you email tech support and put Michael, I think he gets it. We definitely clicked on it, we clicked on all of them, it's just not running now for some reason.

(ERIK rapidly types email to MICHAEL, THE  
SERVICE PROGRAM TECH SUPPORT;

(LENA begins to meanders back to her cube)

LENA

Was it stop detail? Route tickets with cost detail?

ERIK

And then when it opens, the title is something else. Route Tickets By Customer. So the problem is, in Excel we'd have to double the times and then compare it to the budget.

LENA

(entering her cube)

It's like we...

RACHEL

I can't figure out how to save an email template.

LENA

I have to do this on my own. Matt doesn't even know how to do it.

RACHEL

The way I see it, you create a template and save it in drafts. Then whenever you create an email, you have to open the draft.

LENA

Google it.

ERIK

Do you have a way to insert it as your signature?

LENA

Oh, smarty pants is going to come up with a solution!

ERIK

This one's not going to work though, because you'd be typing OVER the signature.

(office sounds segue: hum of voices/machines)

RHONDA

Click it.

DIANE

Is the thing still spinning?

RHONDA

Yup.

ERIK

This says, Rachel, software specialist.

LENA

Where does it say that?

ERIK

On the software template.

LENA

Maybe it just stuck that in there.

(ringtone)

DIANE

Lena, Matt?

LENA

(answering phone)

Hey Matt, how are you? So the first thing is, The Service Program...

(turning away from the phone)

Did it end yet, Rhonda?

RHONDA

Noo...

LENA

(returning to phone)

LENA

It's been two and a half hours processing invoices in Quickbooks, and they said it shouldn't take that long unless I added a thousand customers, and they said it's going back and forth, it should be running from the server, it shouldn't take anywhere NEAR that long, they said we'll give you another one for the server... Correct. It might be... Actually, Quickbooks would have to sit on the server too... ... OK, perfect... so... ... yup... exactly... perfect... And the second thing, there's a report that-- we found another report we could use, and he said can we get that into Excel, and they said, you could if you had Access, so we need Access.

(turning away from the phone)

So Erik, do you want to have Access on your computer? Yours and Test Human/Participant-Observer's? Because she's going to need to be able to manipulate it in Excel.

(turning back to the phone)

So I would definitely do it on her computer and Erik's computer. Can you get it for me, order it from Amazon? ... OK, whatever it is, let me know... OK... Alright, perfect... Great... Thanks, Matt.

(hangs up)

OK, so Matt's going to fix that. So yours...

(she goes to RHONDA's cube and looks at the monitor)  
I don't want to go in and stop it.

DIANE  
Because it will screw everything up.

LENA  
We'll have it different for next time, you'll be going directly to the server, and you'll have a different icon on your screen, so hopefully once it's over there it will be quicker. Plus you'll be able to work on your computer.

DIANE  
Not only that, it just kills the whole day, workwise...

COMCAST AUTO ATTENDANT  
Welcome to the Comca--  
(cuts out)

CAROL  
That's why I like the crunchier stuff, it's easier to eat.

ERIK  
(holding up his iphone horizontally)  
How awesome is this, when you use Google Maps on your phone you have a picture of the exact...

(office sounds segue: hum of voices/machines)

DIANE  
Is that still going, Rhonda?

RHONDA  
(leaning back in her chair, bored and relaxed)  
Yeah...

DIANE  
Jesus! Three and a half hours!

LENA  
If we stop it now it will screw it up.

(office sounds segue: hum of voices/machines)

LENA

Did it stop?

RHONDA

No.

LENA

Can we get them on the chat? Are the chats not working?

RHONDA

I can't while it's doing it.

LENA

Diane, can you get into the chat? And when we stopped it in the middle last time we had a horror show. What time did you start?

RHONDA

Eleven-thirty.

LENA

So three and a half hours.

DIANE

(reading)

Live chat. Technical live chat.

LENA

That's it.

What is it in? It's posting route tickets?

RHONDA

Yes.

DIANE

Still goin'.

LENA

And the problem is, like--

DIANE

Why were we never told that?

LENA

And the question is, if we stop it while it's still going...  
We had to have Matt...

(going to stand behind RHONDA to look at the  
monitor)

Does he have to go back to yesterday when he restores?  
Rhonda, did you do anything this morning?

(going around into DIANE's cube, reading off  
the screen)

"currently we're not available, please leave a message."  
And it says LIVE.

DIANE

There's a number to call.  
(she calls)

THE SERVICE PROGRAM AUTO ATTENDANT

(over speaker phone)

Thank you for calling--  
(cuts out)

LENA

I don't understand how it says on-line. Where do we leave a  
message? Oh. "send message."

(DIANE gives LENA the phone)

Hi, it's Lena calling from Perfection Cleaning Service,  
posting tickets in our billing cycle has taken three and a  
half hours, and we're afraid to stop in the middle, please  
call us, we're sort of desperate. 617-787-5857. Thank you.

(hands phone back to DIANE, who hangs it up)

I just don't understand how the live chat is... .. I hate to  
stop it.

(going back into RHONDA's cube to look at the  
monitor.)

It's not really frozen because it's spinning, right?

RHONDA

Yeah, but I can't click on it.

LENA

But you can never click out of anything before, can you?

RHONDA

No.

LENA

So that's not anything different. ... So Goddamn...

DIANE

It's a waste of a whole day. Especially for you, Rhonda,  
'cause you can't do anything!

RHONDA

I know... I kind of already know this is going to happen every  
month, so I'm like, whatever.

DIANE

But if they put it on the server? Hopefully...

RHONDA

If it's true. 'Cause they just tell you--

DIANE

--whatever it takes to get you off the phone.

RHONDA

Yeah.

CAROL

What happened?

MAURY

Transformer. The electricity was out all over Allston.

LENA

Still spooling?

RHONDA

Still spooling.

(DIANE enters RHONDA's cube and looks over her  
shoulder.)

DIANE

Doesn't even tell you how far it its. Just spins and spins  
and spins.

(LENA comes over to RHONDA's cube)

LENA

Of course no one's answering. I've been clicking on the tech thing but there's no answer.

RHONDA

Is there a phone number?

LENA

Yes, we called the phone and there's no answer. If I could just talk to someone. If we go to the task manager it's probably non-responding.

RHONDA

Yeah.

(LENA returns to her cube and sits down at her computer)

LENA

When I open my thing, I can see everything here, it's got all the June. But I can't do anything.

RHONDA

It's like this is frozen.

LENA

It's funny that it's all...

DIANE

Lena, I left another message.

LENA

I don't think anybody's listening. And it says tech support is on-line.

DIANE

That's what it said on the phone too.

THE SERVICE PROGRAM AUTO ATTENDANT

Welcome to--

(cuts out)

LENA

I emailed you a few minutes ago. I just got off the phone with a developer, and he said we have to wait till it finishes before we do anything. Exit Quickbooks and The Service Program.

DIANE  
(loudly, to office in general)  
Everybody else get out of Quickbooks and The Service  
Program.

LENA  
We can try it.

RHONDA  
Should I get out too?

DIANE  
No, you should stay in.

RHONDA  
I meant Quickbooks, not The Service.

DIANE  
(heading toward's ERIK's cube)  
Lena, should I close Erik?

LENA  
Yup. Yup.

(office sounds segue: hum of voices/machines)

LENA  
I don't know what the hell to do. He says we've got to wait  
until it either goes or errors.

(office sounds segue: hum of voices/machines)  
(LENA sighs heavily)

DIANE  
When I was working in Quickbooks it kept freezing.

LENA  
(coming back into RHONDA's cube)  
Can you do control alt delete?

TEST HUMAN/PARTICIPANT-OBSERVER  
LENA!!!

LENA

Wait a second. It should only bring up the task manager.

RHONDA

So it's running.

LENA

So you want to go to Quickbooks here, end task. It shouldn't affect the other one. He says that he has a customer that does 20,000 invoices a month. Once Matt switches it to the server it's going to be OK.

DIANE

Last time this happened we had to leave it up all night.

LENA

They're only here to five o'clock. Then they aren't back till the next morning. I'll stay here till five. Then do I just post to Quickbooks?

RHONDA

No, no, no, then we have to zero everything out.

LENA

Oh, THAT shit.

DIANE

Hopefully we'll get this done before Matt comes.

LENA

It's ridiculous.

RHONDA

I accidentally saved something to the desktop. Where the hell did Savannah go?

LENA

(to RHONDA)

The thing that I might let Matt do is--that computer that was Carol's? I might have him switch out yours, and let's see if that error thing goes away.

DIANE

Do you still get that error?

RHONDA

Every time.

LENA

OH! It's done. Five hours.

DIANE

So it took four and a half hours.

LENA

(She reads to RHONDA off a cheat sheet)

Hit re-set. And then it says filter on the item column. You just... hold on a second, September through May? Why is THAT there? Let's refilter the quantity zero to zero. It must be the quantity, not the items. Alright, now we can let that go all night and print it in the morning. It's enough to drive me crazy. That was ridiculous.

CAROL

Same amount of data.

LENA

Anyways... If I could just pick up the phone and talk to someone. How can you run a big system like this and you can't even contact them? Maury says the power was out in all of Allston. We're lucky it didn't hit us!

TEST HUMAN/PARTICIPANT-OBSERVER

Maybe it DID hit us.

(office sounds segue: hum of voices/machines)  
(June 2, 2015 - dramaturgy reference)

LENA

(coming into TEST HUMAN/PARTICIPANT-OBSERVER's cube)

Just to give you a heads up, I'll be demoing a lot of software today, so don't get into it. I'll be listening for hours. Wait till something really starts happening.

(LENA returns to her cube and picks up a call on speaker phone)

UNIDENTIFIED SOFTWARE AUTO  
ATTENDANT

(on speakerphone)  
Please enter your access code followed by the pound sign.  
(sound of LENA typing)  
the code you entered is INVALID. You entered 53407.  
(sound of LENA typing)  
The code you entered is INVALID.  
(long pause)  
Please enter your access code followed by the pound sign.  
(sound of LENA typing)  
To enable your audio session enter the session number.

UNIDENTIFIED SOFTWARE SALES REP A  
Hi Debra, how ARE you? We can go over everything today.

LENA  
OK.

UNIDENTIFIED SOFTWARE SALES REP A  
Give us a little background on the business.

LENA  
We're currently using software called The Service Program?  
The system we currently use is integrated with Quickboos,  
we bill through The Service Program, but it doesn't work  
seamlessly. Also it doesn't have a mobile app.

UNIDENTIFIED SOFTWARE SALES REP A  
OK, Great.

UNIDENTIFIED SOFTWARE SALES REP B  
... The mobile apps... .. Do you guys deal with contracts?

LENA  
They're all based on monthly contracts.  
(pause)

I see where you have like... ..what's the difference between  
case and task? ... .. It goes to an Excel sheet first, then  
to a third party? ... OK... What's the... OK... .. Can you attach  
the actual... does the app.. can you do a global printing, or  
do you have to print each job separately? ... .. That's like  
a major thing, so if you guys can't answer that, I'd like  
to stop this demo now. If we can't do a global printing of  
the day's work. We've got thirty five trucks and they do  
fifteen stops a day. ... .. Sure... .. yup... OK... So it's pretty

basic, it does...

(long pause; LENA turns away from the phone to the office)

I'm so bored I want to take a nap. Thank god for the mute button.

(pause... LENA speaks into the phone again)

Has anyone ever mentioned you have an awful lot of steps to go through... OK. Totally useless for us, everything's top priority for us... OK ... The billing processes? The one you don't have access to?

... .. All right, take care.

(hangs up)

It's a good thing you weren't writing that, Test Human/ Participant-Observer, you would have fallen asleep.

(LENA goes to the kitcheonette)

I'm hungry. I want lunch.

CAROL

How about a Milky Way?

LENA

(laughs)

I want something like Chinese Food. Comfort food.

(LENA returns to her cube; starts another promo video; low-volume drone of brisk male promo narrator)

DIANE

It didn't go through yet?

RHONDA

No, I'm waiting.

(office sounds segue: hum of voices/machines)

LENA

(on another call)

..and we haven't been able to switch to mobile, our dispatcher... basically sign in and out... same customers that we work for.. maintenance dispatcher... the same service program, actually it's CALLED The Service Program uses.. rather than an app.. and you can't cut off certain fields, so that's really what we're looking for on the mobile side. Does that make sense? The way the system works now, we have a memorized transaction in Quickbooks, and once a month we

run those.. ... Sure. ... I'd like you to start, if you can, start where you put in the... ...Yup.

(long pause, as sales person controls her monitor)

Sure, that's the way the property manager... OK.. if you see here on the job, the job number, if someone were to call up, where would you see that? ... Can you do it by the customer?

(long pause, laughs)

I'm not there yet.

(laughs; long pause)

Is there a global report feature? A printout of each job individually? ... Never happening. I'm glad you showed it to me, but it's not happening.

(laughs)

So basically it doesn't even have ... No, no, no, I realize, for most people... ... Correct.

DIANE

Anything at the store?

MICHELLE

A husband.

DIANE

I want one too.

MICHELLE

Two.

DIANE

Two husbands? Greedy.

LENA

Right, but this would be useless to me because we have hundreds of jobs. This little bubble here, it would be filled. I'd like to see how the billing process goes through Quickbooks? And I'd also like to see... ...

(aside to TEST HUMAN/PARTICIPANT-OBSERVER)

If one more person tells me great question? And you can write that down. And he keeps showing me stuff that's completely irrelevant to me, and when I tell him to stop he says, can I just finish THIS? Thank god for the mute button.

(back to phone)

NO. I don't want it that way. I need to know by the day... ... Correct... ...

CINDY

I'm dyin'. Let's EAT, Lena!

LENA

(still on phone)

Thank you for your time.

(hangs up; goes to the lunch table to join  
CAROL and CINDY; CAROL is taking Chinese  
take-out meals out of a bag)

LENA

I need liquor instead of lunch! He says, Oh, OK, I just want to finish up and show you what it looks like. And two people in a row said, "That's a really great question," "That's a really great question." In other words, let me stall... I'm SO bored... ... I'm getting nervous about the Service Program. I think we're getting too big for it. Five hours to spool. I want to be proactive.

LENA

Remember Peachtree Bob?

Isn't that funny how we still call him Peachtree Bob? And he was sitting here talking, philosophizing then he sent me a wicked bill!

(gesturing, she almost knocks her meal off the  
table)

I would have been pissed. I would have been lickin' it off the rug. I'm not proud.

(MATT, THE IT CONSULTANT enters through the  
rear door)

DIANE

Hi Matt! Do you need to get into here?

MATT, THE IT CONSULTANT

Nope.

(He sits down at RHONDA's computer)

(LENA is on the phone with a Quickbooks  
consultant)

MATT, THE IT CONSULTANT

I'm probably just going to install some remote software and

do everything else remotely.

LENA

Matt, you know she does all the Brookline Bank deposits through there.

MATT, THE IT CONSULTANT

I'm going to have to reload it all.

TEST HUMAN/PARTICIPANT-OBSERVER

Diane and Cindy, can you get out of Quickbooks?

DIANE

Matt, can we get out of Quickbooks?

CINDY

It's not letting me come out of Quickbooks. Oh my god.

(DIANE goes to CINDY's cube to look over her shoulder)

MATT, THE IT CONSULTANT

I need a display adaptor for her. To get her monitor to work. I'm looking for a certain adapter. Those are power cables. And a and mouse... I mean, I can just order one. It's not hard but... Just so you'd have the two monitors now.

DIANE

It's got to be in the back.

MATT, THE IT CONSULTANT

I'm pretty sure you guys have an extra display port with a VGA adaptor.

DIANE

Hold on.

CINDY

Test Human/Participant-Observer, I'm out

LENA

(on phone)

So let me just ask you a quick question. What happens now is that...my first question to ask you is ..

DIANE

Matt? Jonathan's upstairs checking.

MATT, THE IT CONSULTANT

Thank you.

(he is engaged with RHONDA's computer)

LENA

(on phone)

I'm not sure I'm really following... .. But that can get  
dumped into an Excel file? ... .. Yup... Yup...

... OK, so Quickbooks exports a file then... manually?... If  
there's like a file thing so that I could actually put like  
four or five companies into it, does that exist? ... .. Yup... ..  
OK. Yup... No, I think the next step would be... .. antiquated..  
And the next set of questions I have... .. Someday!

(LENA hangs up; to TEST HUMAN/PARTICIPANT-  
OBSERVER)

So I like that one, Test Human/Participant-Observer, he  
says, "So I'd say you pretty much know what you're doing."

(LENA goes into RH's cube to join MATT, THE IT  
CONSULTANT)

MATT, THE IT CONSULTANT

It was Carol's old PC, and there were two memory banks, and  
one of them wasn't working. I've got the service tag down. I  
don't know where your cables are, but I need an adaptor. You  
used to have a box...

DIANE

I can't find it in the closet. Rachel cleaned it out and she  
moved it.

LENA

You always accuse the one who isn't here! Why can't you run  
it off this one?

MATT, THE IT CONSULTANT

Different adaptor.

LENA

She's going to be in tomorrow. Can we pick up one somewhere?  
Does Erik's have one on his? Switch it off of his.

MATT, THE IT CONSULTANT

(going over to ERIK's computer)  
Yup, that's what it is.

LENA  
Take it off his. Let me take a picture of it.

MATT, THE IT CONSULTANT  
VGA display adaptor. Display port to VGA is what you're looking for. Go on Amazon and search for it.

LENA  
That's what I did. Oh. Free one day delivery, that's tomorrow. Is that a different size?

MATT, THE IT CONSULTANT  
(going to look over her shoulder at the monitor)  
That's just the length. That's what I do. Do I really want to spend the thirty minutes to go to Microcenter and back? Or do I just order it.

LENA  
I'm WITH you.

MATT, THE IT CONSULTANT  
So she should be all set. Got to go thru a whole bunch of updates... I think Brookline has changed and they don't require a log-in any more... I also made a couple of changes on the server.

LENA  
It took us five hours to get it to spool yesterday. I can't believe changing it off the server is going to make it...

MATT, THE IT CONSULTANT  
OK, it comes back and forth from the desktop to Quickbooks, but I can't really see how it's going to be much faster.

LENA  
I agree. I don't believe it for a minute that it's going to make that kind of difference, but until I find anything else... Every time Ned went into the program it slowed it down even more. Diane had the best idea, we should just run it at night before we go.

MATT, THE IT CONSULTANT

You have to ask them how to do the that in the program..

LENA

I think that's a good idea, to do it at four o'clock. But then if we come in in the morning and it's crashed. But I'd sort of like to do it first, to see if it makes a differenc. If it doesn't, then ... then there's an issue.

MATT, THE IT CONSULTANT

You can always set up to connect remotely.

LENA

There were a lot of duplicate transactions. They basically said it has to crash or stop with an error message before we can figure out what happens. Really great.

MATT, THE IT CONSULTANT

Like you can't do in batches or whatever? You can't just select, I want to run 500 and see what happens and try to isolate it?

LENA

I guess we could do like trucks, sites...

MATT, THE IT CONSULTANT

When you do the invoices, does it integrate them into Quickbooks as well?

LENA

You go into Quickbooks, and Quickbooks has an import feature, and you can import that file into it.

MATT, THE IT CONSULTANT

Gottcha.

LENA

Which should go pretty quickly.

MATT, THE IT CONSULTANT

When you export out, it exports all the invoices in one giant file? Not 5,000 little files?

LENA

It's IFF, I don't know what IFF means, but that's the file. I think it lets you....

MATT, THE IT CONSULTANT

Import IFF files? It could be something proprietary?

LENA

I think that's a smoother process, but I could be wrong. I'm actually trying to hire someone [to help us with Quickbooks.] When you call Quickbooks support, you can hear them leafing through the manuals... and they're all in India.

MATT, THE IT CONSULTANT

I spent like hours on the phone with them trying to figure something out, they were not particularly helpful.

LENA

That's why I'm interviewing people who are supposedly pro advisers. Ask specific question, and I'm not spending forever on the phone. They're a little better if you can get them to take over the computer; sometimes they can help you.

MATT, THE IT CONSULTANT

But if you're like, this is what I'm trying to do? they have no idea.

LENA

Because it's not in the manual.

DIANE

My Quickbooks turns completely black. So I have to shut the whole system down and reboot it.

LENA

It's so weird.

MATT, THE IT CONSULTANT

The only thing I can think of is to ...un-install Quickbooks, update the video hard drive, update Windows, re-install Quickbooks, to see if it will fix it. if you want me to try that I can definitely do it.

LENA

It doesn't matter. It just takes a few minutes. If it starts happening more, you can come and fix it.

MATT, THE IT CONSULTANT

(sitting down at RHONDA's computer again)  
Alright. So I'll just connect in here because I've got to  
download a bunch of stuff, Office, Access, printer, The  
Service Program... and there's nothing on that computer so...

LENA

Chuck it.

(long pause)

I hate this security stuff  
It's such overkill it's ridiculous.  
The president [of the temple] had a friend, when they  
changed, I said, who like picked this for you, it's so  
archaic, where did you get it from? And he said an old  
college friend... He has to change the password like every few  
days.

MATT, THE IT CONSULTANT

I use Bank of America, and I assume those guys know what  
they're doing. I can log in on my phone.

(he gets up and prepares to leave)

LENA

Thanks, Matt.

MATT, THE IT CONSULTANT

OK, she should be good to go.

(office sounds segue: hum of voices/machines)  
(ringtone; CINDY picks up the phone)

CINDY

Maury, it's for you.

MAURY

(from his office)

Can you switch it in here?

CINDY

Yes. ... Did you get it?

MAURY

No.

CINDY

It went to your voice mail, then.

LENA

(on phone)

...connection... Yes. I just want to be able to get in to... OK, so now I go back to...

(LENA puts call on hold while she makes another call on her iPhone)

Hey Matt, its LENA. I'm trying to get someone to show me a demo, and when I do it ... OK, so it's an X15 viewer... OK, so what do I do, go back in? You said before...Do you have a license? ... Right. So I can get him to show it to me that way? OK, but I want to see his... correct. OK, Yup, OK.

(LENA hangs up on MATT, THE IT CONSULTANT and returns to first call)

He says if you go into join meeting... Alright I'm going to thank you for the call. Have a good one.

(LENA hangs up and starts software promo video)

QUICKBOOKS ENTERPRIZE ADVANCED  
REPORTING SOFTWARE PROMO NARRATOR:

... allow you to customize virtually every aspect of your report. The most customizable reporting designed to allow you to know more about your business than you ever thought possible.

LENA

(to herself)

It's part of Enterprize 15, which we have. I wonder if we have it... ...

(turning away to TEST HUMAN/PARTICIPANT-OBSERVER)

Test Human/Participant-Observer, I think we already have Advanced Reporting. It says it's in Quickbooks Enterprize, which we have...

TEST HUMAN/PARTICIPANT-OBSERVER

It says Advanced Reporting is here, but it says it hasn't been installed. Should I install it?

LENA

(coming over to TEST HUMAN/PARTICIPANT-OBSERVER's cube and looking at her monitor)

TEST HUMAN/PARTICIPANT-OBSERVER

""Reconfiguring your data. The bad news it it takes up to an hour to install. The good news is you can still work in Quickbooks while it's installing."

(office sounds segue: hum of voices/machines)  
(June 3, 2015 - dramaturgy reference)

LENA

Can we do the deposit without her?

DIANE

I don't know.

LENA

See if we can get it to work.

(LENA goes into RHONDA's cube)

So we need to go into Internet Explorer, right? And...

DIANE

(going into RHONDA's cube to stand behind LENA)

Top right hand corner.

LENA

Go to a star thing or something? Brookline log-in. See if it works. The Company is Comcleaning, right?

DIANE

Yes.

LENA

"Error logging in." This says bbank johnson25. rjohnson must be the password. is it capital R? ... ..  
Got it!

(ringtone)

DIANE

(answers phone)

They were printed wrong. Mail it back to that same address.

(hangs up)

See if you can get into the electronic ones.

LENA

There's something wrong with the log-in on The Service

Program. I can't get in.

DIANE

Click on that. I think its just supposed to be Rhonda. They were all first names.

LENA

And its clean or cleaning... .. Mmmm... No.

DIANE

So you probably have to set up password.

LENA

See what it says, "potential security issue"... .. VBA...  
Alright, so that's not working. I have to just get in touch with him..

DIANE

Ned might know it...

LENA

Do you know what her user name is on Perfection Cleaning, just Rhonda? I tried Rhonda.

DIANE

If it doesn't work, try welcome111.

LENA

It looks like it's loading without a password. So that one will open. It just seems The Service Program, so let me text him and let him come and take a look at it.

(LENA texts)

Alright. So on the bank the other one is...

DIANE

The same but cleaning OPP.

LENA

I'll try that. Yup, that goes in to. It says process, but I don't know. Does that mean those are payments?

DIANE

(coming into RHONDA's cube to stand behind  
LENA)

Click on that.

LENA

6/1... 5/14... 5/14 is two weeks ago. She must have gone in since then... .. I don't know what MP15443 is... Do control P. What comes up? That must be her printer. HP Lazerjet 400.

DIANE

(looking at RHONDA's desktop printer)

This is a 600.

LENA

I'll try again. It says it was sent to the printer... We've got to get back her picture of her daughter.

(ringtone)

DIANE

(answering phone)

Hi Matt, when you go into The Service Program there's a sign-in... ..everybody but hers. .

LENA

...You know what? I'm going to go over to her phone. One sec.

(DIANE goes into RHONDA's cube and picks up the phone)

Actually Matt, nobody's using it. ... .. I ain't had no problem with it... ..

(long pause)

(LENA starts a software promo video which can be heard as low drone)

DIANE

Should I close it out on hers? All I have is this little user or log-in box. Ill do that and call us back.

UNIDENTIFIED SOFTWARE VIDEO

NARRATOR

Some jobs just have to ... because if you don't...

DIANE

Sounds good, Matt.

(hangs up)

Matt's going to reinstall The Service Program on Rhonda's and if it doesn't work we have to call him. So he'll shoot us an email...

LENA

OK, great.

(office sounds segue: hum of voices/machines)

DIANE

Matt says Rhonda's all set. Let me see.

(DIANE goes into RH cube)

Yeah, she is.

LENA

I don't remember where we got Matt from, Test Human/  
Participant-Observer, but he's been the most consistent  
go-to we've had.

(TEST HUMAN/PARTICIPANT-OBSERVER starts  
Quickbooks Enterprize Advanced Reporting video  
tutorial)

QUICKBOOKS ENTERPRIZE ADVANCED  
REPORTING VIDEO TUTORIAL

Welcome to the Quickbooks Enterprise Solutions Advanced  
Reporting demonstration. Advanced Reporting provides more  
data customization and access than ever before. We know  
that you're unique and so is your business; and default  
templates don't always fit your exact needs. Build "right  
for me" reports by customizing every aspect of your report...

(office sounds segue: hum of voices/machines)

LENA

I'm trying to do that clicker and my fingers can't do it.  
Everyone else is going click, click, click...I'm like who's  
being trained, the dogs or me? And how about spraying them  
with vinegar?

CAROL

I don't want a circus dog. I just want a dog that behaves.

LENA

(reading from her iPhone)

Oh, she sent me an email.

(reading)

A clicker is a training device ALWAYS followed by a treat.

CAROL

I had Mia freakin' out on a leash.

LENA

It wasn't a totally lost cause, we went to McDonald's and had french fries afterwards. Carol had a sundae. "Handling and cradling. Sit with your legs out and cradle your pet on his back in your lap. Fondle him all over his body."

(laughs loudly)

There's a video on leash-walking.

(CAROL LAUGHS)

LENA

(continuing to read)

"Challenge yourself... eat at least one meal every day in a different place. Next week we're going to discuss unloading your pet from a vehicle and vehicle safety. " Some sort of zip file that I can't open that she attached too.

LENA

(on her iPhone)

We want to be able to work on a daily basis and change what we want, and that's what he told me.

(office sounds segue: hum of voices/machines)

DIANE

(sitting at RHONDA's computer)

[I can't make the deposit.]

LENA

I'll look at it.

DIANE

It must have knocked this out when Matt reinstalled The Service Program.

(LENA goes into RHONDA's cube

LENA

"No service initialized." Let me go back in and see. I forget how you do it.

DIANE

Hit the transactions. Lena, it can't find the scanner.

LENA

It can't.

DIANE

It says for the scanner here, please install the driver for the scanner to continue.

(LENA leans over DIANE'S shoulder)

DIANE

That's it.

LENA

Oh, check scanner, right there.

DIANE

The 617927.

LENA

Like did he plug everything back in?

DIANE

I followed that wire, it was plugged in. Press next button to continue.

LENA

(continues to lean over DIANE; then calls the bank; on phone)

We had to change Rhonda's computer and have everything up and running, but we somehow can't get the scanner up and running... I'm creating a deposit, scanner deposit number?

(sudden machine sound)

Wait a minute, it's talking to us! It's green! Oh!!

(laughs)

Hold on, let's see... We're pros at this, we aggravate ourselves first, and then say let's make a call.

DIANE

How do we know if that number's right?

LENA

We'll know because it will take it or it won't take it.

(machine sound)

Oh, it's working. It was just the phonecall to you that did it!

(laughs vivaciously)

We want to know why it's called a paninni. We all want to get sandwiches now... ..

(to DIANE)

Does it work?

DIANE

It stopped working.

LENA

(to phone)

We sort of lost it...

DIANE

Try reset screen.

LENA

It has three; were there more checks than that?

DIANE

There are six more.

LENA

Is that what you usually do when you hit scanner?

DIANE

No.

LENA

(to phone)

It just went off.

DIANE

The light went off.

LENA

(to phone)

It died. And if I hit reset scanner?

DIANE

It just stopped working. Can we cancel that deposit?

LENA

Hold on. What is the refresh button?

(to DIANE)

Try to scan the third one again. I don't even know which one it is.

DIANE

I can't. The light's out.

LENA

Put it in. See what happens if I hit scanner.

(to phone)

OK... Yup... .. To get to the test? DTS? ... .. No... ALphabetical...  
"End of processing." Its not there... .. Yup... Yup... .. "Create  
new deposit?" ... .. "Open existing." Should we open that one?  
"Launching the device control." We'll say OK. "Version X." ...  
... Imagine, it turned it on again!

DIANE

We'll do it one at a time.

(LENA laughs)

DIANE

Are there 9?

LENA

(to phone)

It took them. Isn't that weird... Yep... Now I just hit complete  
deposit, right?  
... OK... Oh... Disconnected from... it says nine, but the deposit  
amount doesn't match.

DIANE

The checks are still going through.

LENA

OK. Alright, perfect... Alright, well thank you.

(hangs up)

He laughed when I asked him why it was called Paninni.

DIANE

He doesn't know.

LENA

That's because he has no idea.

(to TEST HUMAN/PARTICIPANT-OBSERVER)

He said, "You installed that on your own? No one installs that on your own." I said, we just click until it works.

(LENA returns to her cube with springy energy;  
calling out to the entire office)

Anyone want a sundae? From McDonald's? Anyone? CT?

DIANE

Can I get a small vanilla milkshake instead of a sundae?

LENA

CIndy? Can you ask Ned, CT? Did you say yes, Michelle?

MICHELLE

Yes, PLEASE.

LENA

Yes, PLEASE! Any answer from Ned? I'll get one for Ned, I know he'll eat it. Test Human/Participant-Observer, are you on a downfall today?

TEST HUMAN/PARTICIPANT-OBSERVER

Not yet. Are you getting one for Erik?

LENA

He's not here today. He's taking the pool course.

TEST HUMAN/PARTICIPANT-OBSERVER

The cool course?

LENA

POOL. Pool maintenance. Jonathan?

LENA

I'll stick it in the freezer if he doesn't want it.

COMCAST AUTO ATTENDANT

(on speaker phone)

Welcome to th--"

(office sounds segue: hum of voices/machines)

DIANE

Yeah, I think her printer needs to be reset. It automatically keeps going over there.

(CAROL returns with sundaes and dispenses them to everyone)

DIANE

I even got a cherry on it?

MICHELLE

I didn't' get a cherry.

LENA

I didn't get a cherry either.

CAROL

It's only in the milkshake.

DIANE

(to MICHELLE)

Do you want my cherry?

MICHELLE

No.

LENA

Hey, ask me! I'm not proud.

DIANE

Do you want my cherry?

LENA

Yes. I'm a cherryholic.

MICHELLE

This is so thoughtful...

CAROL

Haven't had one of these in years!  
(laughs)

(DIANE approaches LENA to give her the cherry,  
which drops in her lap)

DIANE

Lena's wearin' it already.

MICHELLE

You never can melt the fudge at home like this, perfectly.

(CINDY moans)

LENA

Cindy's moaning already.

CINDY

It's so good.

MICHELLE

She's the moaner of the group.

LENA

You didn't tell me You could get butterscotch. I'm going back tomorrow.

(BLACKOUT)

(END OF ACT I)

EPILOGUE

SETTING: In the administrative office of a janitorial service company. Nothing has changed.

AT RISE: LENA and ERIK are on speaker phone in ERIK's cube with UNIDENTIFIED SOFTWARE SALES REPRESENTATIVE C. MICHELLE, DIANE, RHONDA and TEST HUMAN/PARTICIPANT-OBSERVER are gazing at their screens.

(June 9, 2015 - dramaturgy reference)

UNIDENTIFIED SOFTWARE SALES  
REPRESENTATIVE C

Before we get started... The other thing I'm going to mention, we've got a different tab depending on which plan you subscribe to. Here's a work order...

(DIANE is BEHIND MICHELLE in MICHELLE's cube)

MICHELLE

Why? It said to cancel and save changes.

DIANE

Take cancel out.

MICHELLE

OK, meeting has been cancelled. Oh, wait, now I need to send it to Maury. You have to tell me how to do it...

UNIDENTIFIED SOFTWARE SALES  
REPRESENTATIVE C

...the last two items. Let's go to the...

DIANE

I think you need to send it to Alex first.

MICHELLE

(reading)

"You're changes cannot be saved because you do not have permission to modify."

DIANE

Are you in Alex's folder?

MICHELLE

Where does it say what calendar I'm in?

DIANE

Ask Erik. This is a new program. It's not Pipedrive. See, it still says cancelled.

MICHELLE

I don't know why it still says cancelled. Oh fiddlesticks!

DIANE

You'll have to ask them.

MICHELLE

Thank you.

UNIDENTIFIED SOFTWARE SALES  
REPRESENTATIVE C

...in this case... not necessarily from the dashboard... filters... and with our favorites... creating work orders... a couple of ways to do it, put in a description... give you to play with... the options, but really what we're doing is to show you...

ERIK

The vast majority of the jobs we do are cleaning stops, is there a way to somehow differentiate contract jobs from the... like if we don't want to see the contract jobs on the dashboard, is there a way to just see the work orders?

UNIDENTIFIED SOFTWARE SALES  
REPRESENTATIVE C

I would do contracts, then I would do...

MICHELLE

(on phone to CINDY)

I can't get into Alex's calendar.

(hangs up)

Oh, I'm so challenged.

ERIK

It's not a deal breaker, but it would be NICE not to have that clutter in the dashboard.

(CINDY enters MICHELLE's cube)

CINDY

He cancelled.

MICHELLE

No, he DIDN'T cancel. It asked, do you want to cancel and save the changes. It cancelled the one o'clock appointment and it cancelled the three pm. See? It says meeting has been cancelled?

CINDY

Can you re-do it?

MICHELLE

Tell me what to do.

CINDY

Maybe print it?

MICHELLE

Can't I copy and paste it? Why can't I copy and paste all of this?

CINDY

It won't let you. It says too many information. Just print it. Control P.

MICHELLE

Now you have to tell me how to send it to Maury.

CINDY

It's not working? It cancelled at one and at three.

MICHELLE

That's what it did, Diane.

DIANE

It cancelled it. I don't think you can change it in Alex. She's trying to change it in HIS.

MICHELLE

Now, we can just delete this.

(reading)

"You don't have permission."

CINDY

OOOhhh.

DIANE

You should be able to change it in yours and send him a new one.

MICHELLE

That's what I have to learn about calendars. Do I uncheck that one?

CINDY

Leave it there. New Meeting.

MICHELLE

New meeting. And I need to--

UNIDENTIFIED SOFTWARE SALES  
REPRESENTATIVE C

Quickbooks...

MICHELLE

New meeting. There it is, now! I need to ... invite... How come the invite's not up there?

(CINDY laughs)

Tell me what to do here?

CINDY

What is Maury? GPearlstein?

MICHELLE

Do I put a--

CINDY

NO. BIS78perfection.com. Because you don't have him in your...

MICHELLE

OK, I did it.

CINDY

Good?

MICHELLE

Thank you. 'Preciate it.

UNIDENTIFIED SOFTWARE SALES  
REPRESENTATIVE C

...comes back up, and we can get the status of, we can actually say... let me give you an example. Everytime we go to the same address, trimming, mowing. When you create a work order; AND after that's complete, you close it, put the hours and move on. It happens automatically. So what we've-- when they fill out their... Front yard needs to be mowed. In that case, I might access... So... now...

ERIK

Can I stop you for a second? I can see us maybe trying this with one truck. We do the exact same thing, we really don't care about manipulating... All we know is we want all those cards printed every morning. I think the system is very robust, but with the route work, what we're really concerned about it printing out and sorting out next week's tickets. Can we drill down and be that simple for the recurring work, and then use all the options you're talking about for the extra work orders?

UNIDENTIFIED SOFTWARE SALES  
REPRESENTATIVE C

Here's the week agenda for an individual worker. We could

actually print schedules for a DAY. In a perfect world, we would create work orders.... ..

LENA

...to globally print everything up and coming for the day.

UNIDENTIFIED SOFTWARE SALES  
REPRESENTATIVE C

I'm wondering... .. this would show us truck 1, truck 2, truck 3... Let me keep thinking out loud, if you don't mind.

ERIK

We wouldn't want ten on each sheet. We would want each to have their own sheet.

UNIDENTIFIED SOFTWARE SALES  
REPRESENTATIVE C

You could come in here and see all the work orders scheduled for a day. Now you're going to go in here...

LENA

We want to do a GLOBAL printing. Is there a way to print it all?

UNIDENTIFIED SOFTWARE SALES  
REPRESENTATIVE C

You can print the INDIVIDUAL by going to print schedule. What you're looking for is to print out... .. Let me ask about that, and I'll find out... you want this form..

LENA

All we want is to be able to print THAT, of all of them at one time.

ERIK

If I scan something, can I show it to you?

UNIDENTIFIED SOFTWARE SALES  
REPRESENTATIVE C

Sure. Let me ask...

LENA

If you can do it, that's fine. Everything THERE, I get why no one's asked for it before...

UNIDENTIFIED SOFTWARE SALES  
REPRESENTATIVE C

We've had the request a couple of times, show me all my work orders that are scheduled for today. What we'll have to do, maybe the option will say... So you want to print ALL the work orders, and they would also...

LENA

Correct.

UNIDENTIFIED SOFTWARE SALES  
REPRESENTATIVE C

We could probably do something with Quickbooks Online.

LENA

Quickbooks Online is totally-- it's a kindergarten accounting package. Is there a way to put in budgeted times?

ERIK

If it's too painful, you don't have to tell us.

MICHELLE

Oh no Jesus Christ.

UNIDENTIFIED SOFTWARE SALES  
REPRESENTATIVE C

I'll get back to you.

LENA

Sounds great. Thank you for your time.  
(they hang up)

ERIK

Oh my god!

(office sounds segue: hum of voices/machines)

LENA

(on phone)

I'm going to ask you one more question, and then you're pretty much sold me...

(she laughs gaily)

(BLACKOUT)

(END OF ACT)

(END OF PLAY)